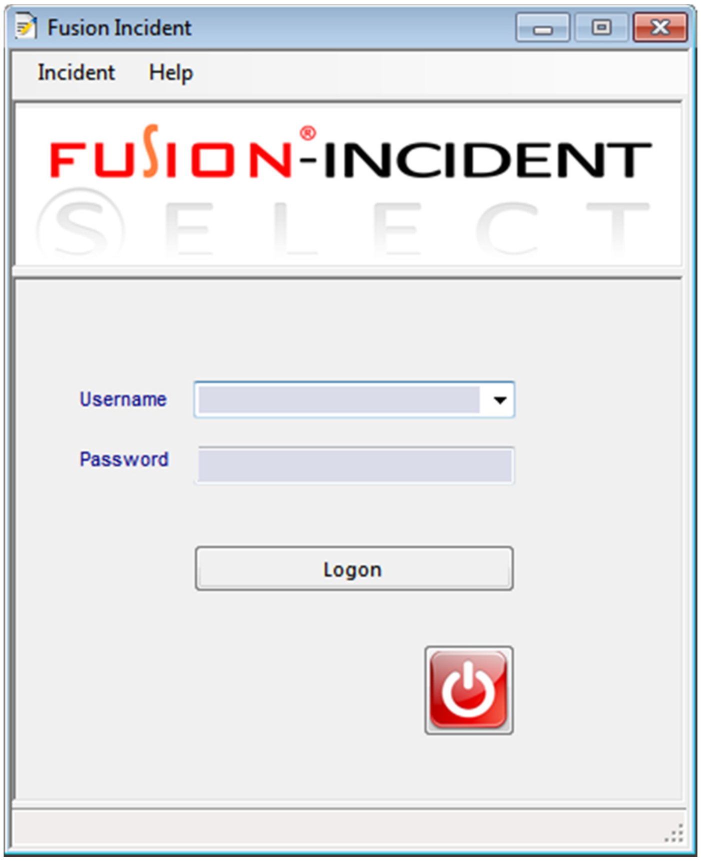
Installation, Operational & Maintenance Manual For Meyertech Fusion Incident Select


Fusion Incident
Incident
Help
FUSION®-INCIDENT
SELECT
Username
Password
Logon

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1 Introduction

The manual covers installation, operation and maintenance of Fusion Incident.

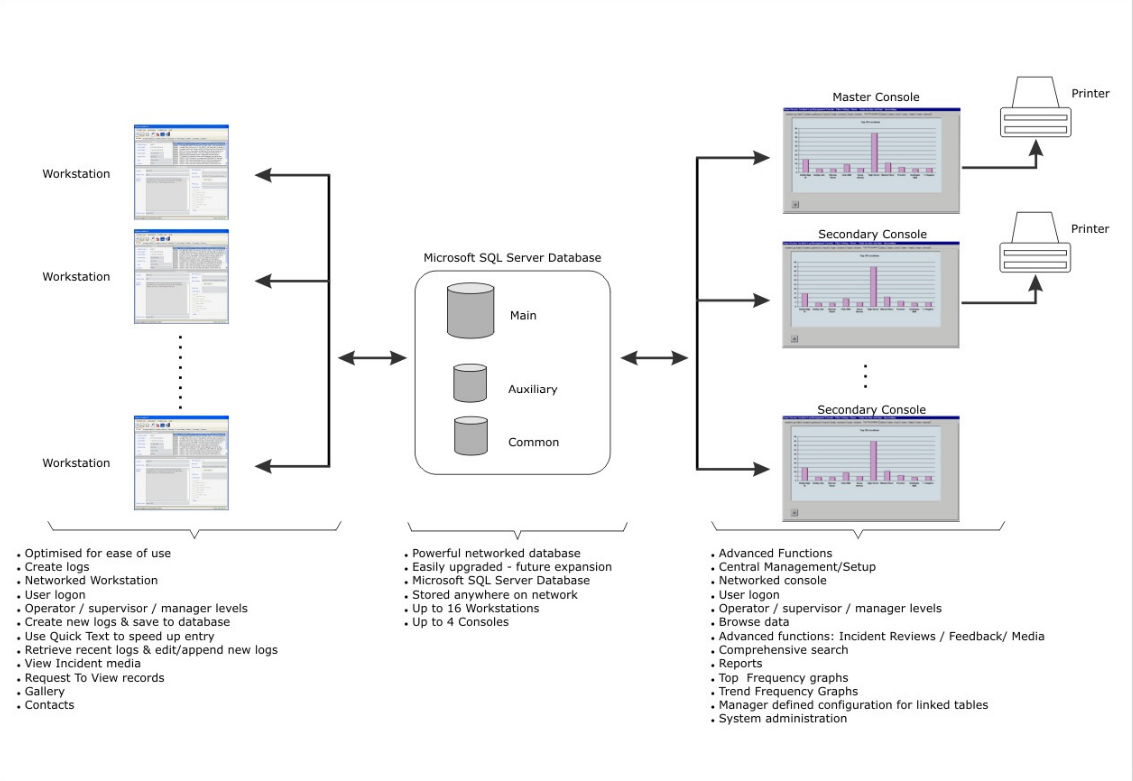
Fusion Incident consists of two software elements and Microsoft SQL Server:

- Workstation(s)
- Fusion Incident Console
- Microsoft SQL Server Express (or full version if available)

There can be 1-16 Workstations, 1-4 Consoles (one of which is nominated as the primary console) and a central database server. The Workstations are primarily used by the operators to quickly and easily create/edit/view incident logs. The Workstations can also view attached images and video clips, package incident data into 'zip' files plus auxiliary functions including Request-to- View, Gallery and Contacts.

The consoles are used to view/edit/manage the data plus create summary Incident reports with tables and graphs, with the emphasis being for the post-incident events, eg reviewing and issuing of CCTV media; evaluating incident logs; complex searches with many types of graphical output.

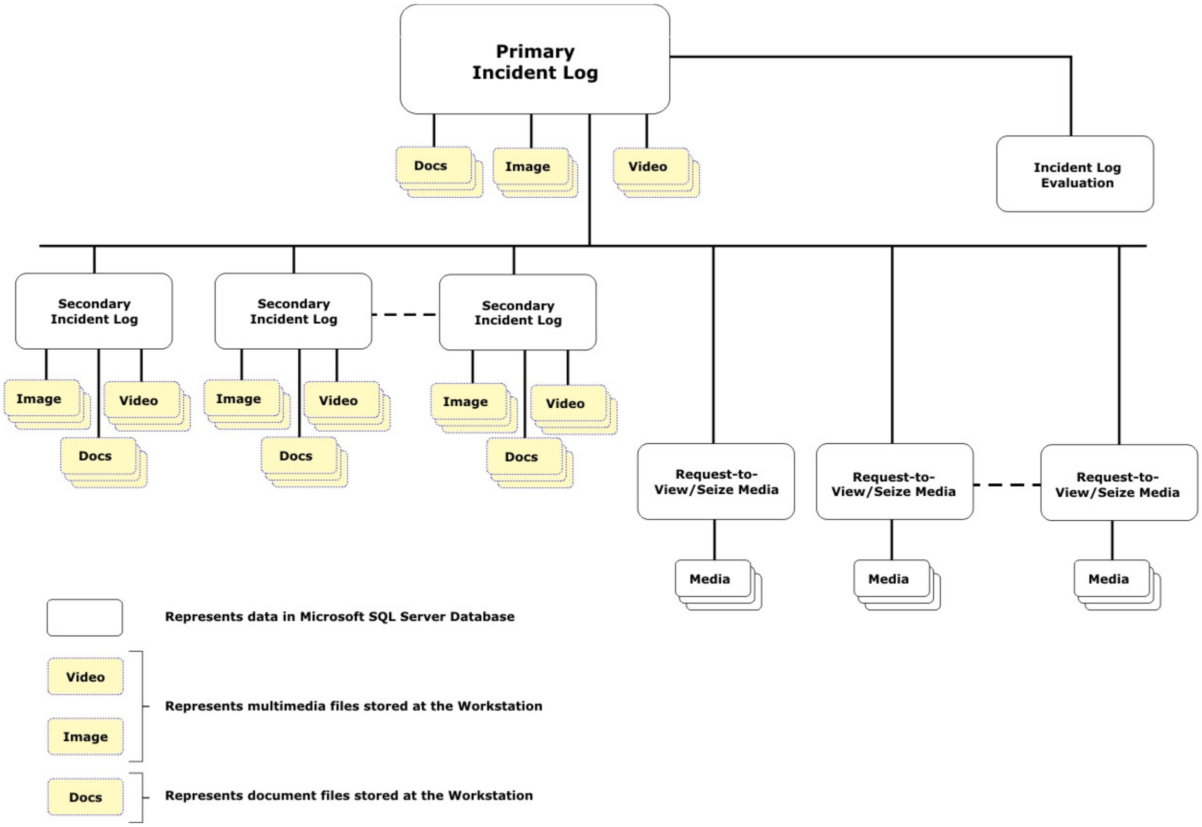
The console PC must have a default printer which is used to print all reports, including those generated by the workstations. For workstations to issue reports the nominated Console must be running, but not necessarily logged on. Reports can be automatically generated and filed in pdf format.


Workstation
Workstation
Workstation
Microsoft SQL Server Database
Main
Auxiliary
Common
Master Console
Printer
Secondary Console
Printer
Secondary Console
• Optimised for ease of use
• Create logs
• Networked Workstation
• User logon
• Operator / supervisor / manager levels
• Create new logs & save to database
• Use Quick Text to speed up entry
• Retrieve recent logs & edit/append new logs
• View Incident media
• Request To View records
• Gallery
• Contacts
• Powerful networked database
• Easily upgraded - future expansion
• Microsoft SQL Server Database
• Stored anywhere on network
• Up to 16 Workstations
• Up to 4 Consoles
• Advanced Functions
• Central Management/Setup
• Networked console
• User logon
• Operator / supervisor / manager levels
• Browse data
• Advanced functions: Incident Reviews / Feedback/ Media
• Comprehensive search
• Reports
• Top Frequency graphs
• Trend Frequency Graphs
• Manager defined configuration for linked tables
• System administration

Functional Summary Schematic of the Fusion Incident System

1.1 Fusion Incident Data Structure

The diagram below shows the Fusion Incident data structure where all data elements belong to the Primary Incident Log. This structure can then be applied to the simplest control centre requiring basic logging or it can be applied to more complex scenarios where major incidents are covered by multiple logs.


Primary Incident Log
Docs
Image
Video
Incident Log Evaluation
Secondary Incident Log
Secondary Incident Log
Secondary Incident Log
Image
Video
Docs
Image
Video
Docs
Image
Video
Docs
Request-to-View/Seize Media
Request-to-View/Seize Media
Request-to-View/Seize Media
Media
Media
Media
Represents data in Microsoft SQL Server Database
Video
Image
Represents multimedia files stored at the Workstation
Docs
Represents document files stored at the Workstation

Fusion Incident Log Data Structure

The Images and Videos are multimedia files that are stored at each workstation, and can be displayed in a small window on the Fusion Incident Workstations, similar to a thumbnail view. The video files are typically managed by the DVR software and the Fusion-Core VMS. The still images (jpeg format) can be created\managed using any method. The Document files maybe limited to certain file types or may be open to all file types dependant on the configuration. The Fusion Incident Workstations can “Package” an Incident Log to include it’s data and related multimedia files into one “zip” file suitable for emailing, storage etc.

The primary reason for needing Secondary Logs is where multiple operators are involved at multiple Workstations and likely to be performing different tasks, e.g. using different cameras to track and record a particular event as it moves along many streets.

When Fusion Incident Console is used to delete old data this is done using the Primary incident Log – Incident Date & Time. When deletion is performed this will include all related data as shown by the structure above, i.e. when a Primary incident Log is deleted all related Secondary logs, RTVS records and Evaluation data will also be deleted.

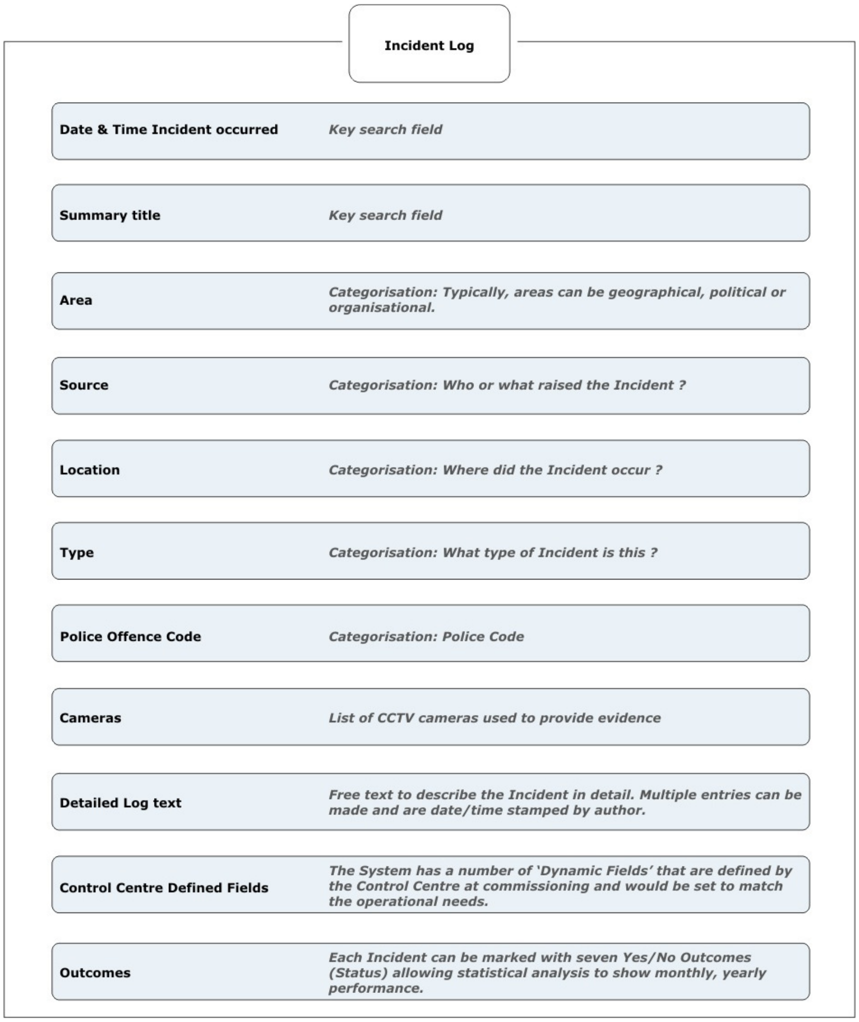
Each Secondary Log should be referring to the same incident or at least a related incident of the same Incident Date: this will ensure that when Incident logs are eventually deleted on an Incident Date basis that Secondary Logs are not left without a Primary Log.

The Fusion Incident Day-1 configuration has the ability to be set such that certain database fields are ‘named’ according to local requirements, refer to sections 5.3.4.2 and 5.3.4.4 for details. In total there are 5 such ‘dynamic’ fields.

Fusion Incident also provides the option for mandatory fields, where only one user-set value available, to automatically set this value for all new logs, thereby simplifying the task of data entry.

1.2 Fusion Incident Log Description

The diagram below shows a summary description of a Fusion Incident Log. When an operator creates a new incident Log, many of these fields are either automatically filled in or they are auto-complete lists – meaning they can be created very quickly by very few key strokes and mouse operations.



Incident Log

Date & Time Incident occurred	*Key search field*
Summary title	*Key search field*
Area	*Categorisation: Typically, areas can be geographical, political or organisational.*
Source	*Categorisation: Who or what raised the Incident ?*
Location	*Categorisation: Where did the Incident occur ?*
Type	*Categorisation: What type of Incident is this ?*
Police Offence Code	*Categorisation: Police Code*
Cameras	*List of CCTV cameras used to provide evidence*
Detailed Log text	*Free text to describe the Incident in detail. Multiple entries can be made and are date/time stamped by author.*
Control Centre Defined Fields	*The System has a number of 'Dynamic Fields' that are defined by the Control Centre at commissioning and would be set to match the operational needs.*
Outcomes	*Each Incident can be marked with seven Yes/No Outcomes (Status) allowing statistical analysis to show monthly, yearly performance.*

An Incident Log

Each Incident Log has a unique numeric Identifier that is used throughout the System.

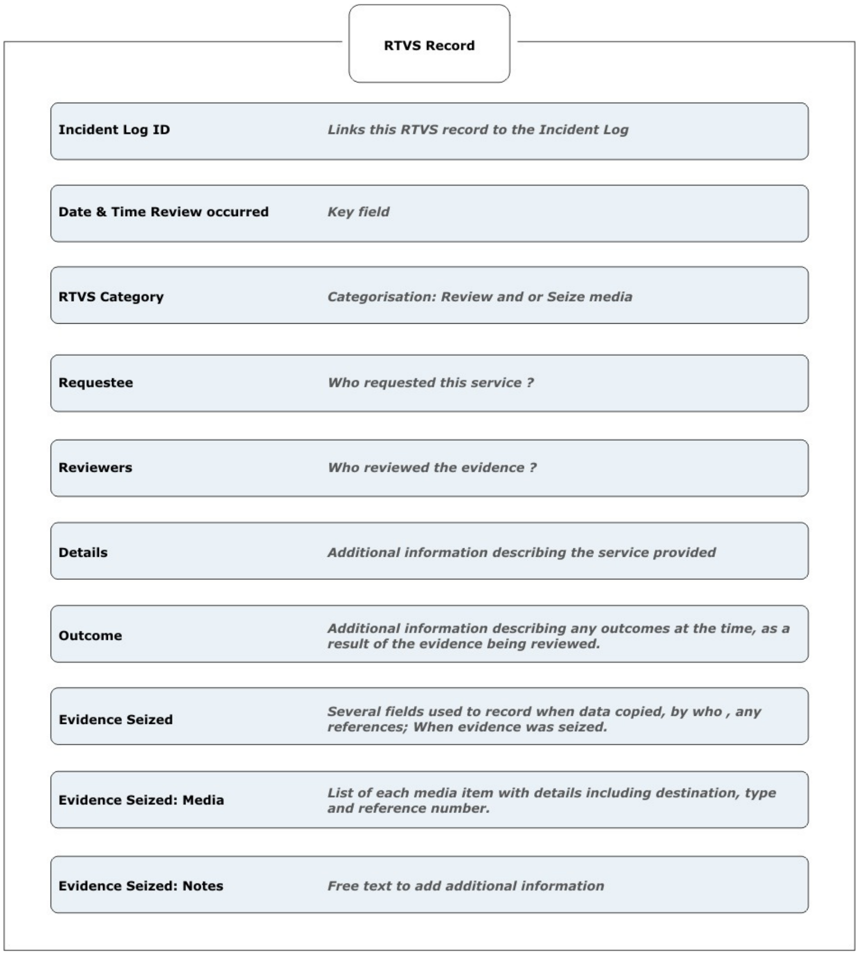
There are several more fields that provide additional data / functionality, including:

Field	Description
Originator	Which operator created the log
Date created	When the log was created
Date modified	When the log was last modified
Primary/secondary	Primary or Secondary identification
Hide	If marked as Hidden, then this log will not appear in standard lists & searches. Operator can choose a filter setting in the Console to show these logs. Managers can choose to delete these logs.
Follow-Up	A 'flag' that operators can set to bring attention to certain logs.
Number of arrests made	A numeric value
Log Metric	A numeric value, with configuration to set the field name.

1.3 Fusion Incident Request-To-View / Seize (RTVS) Record Description

The diagram below shows a summary description of a Fusion Incident RTVS record. When an operator is asked to view CCTV evidence and / or create media for Seizure by the Police or other 3rd parties, these actions can be logged and are attached to the Incident Log they relate to. Receipts can be generated to accompany the release of Seized media.

There can be multiple RTVS records for each Incident Log.



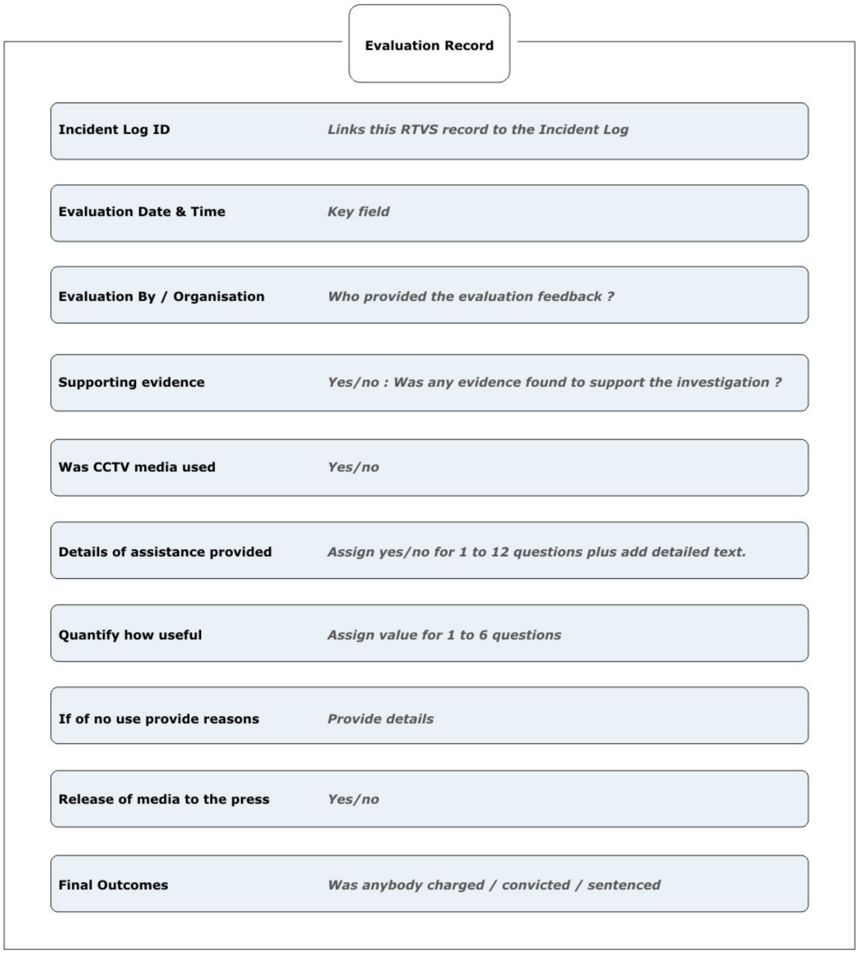
RTVS Record

Incident Log ID	*Links this RTVS record to the Incident Log*
Date & Time Review occurred	*Key field*
RTVS Category	*Categorisation: Review and or Seize media*
Requestee	*Who requested this service ?*
Reviewers	*Who reviewed the evidence ?*
Details	*Additional information describing the service provided*
Outcome	*Additional information describing any outcomes at the time, as a result of the evidence being reviewed.*
Evidence Seized	*Several fields used to record when data copied, by who , any references; When evidence was seized.*
Evidence Seized: Media	*List of each media item with details including destination, type and reference number.*
Evidence Seized: Notes	*Free text to add additional information*

An RTVS Record

1.4 Fusion Incident Evaluation Record Description

The diagram below shows a summary description of a Fusion Incident Evaluation record. Following the Incident and subsequent work with the Police it may be beneficial to create and save an Evaluation.



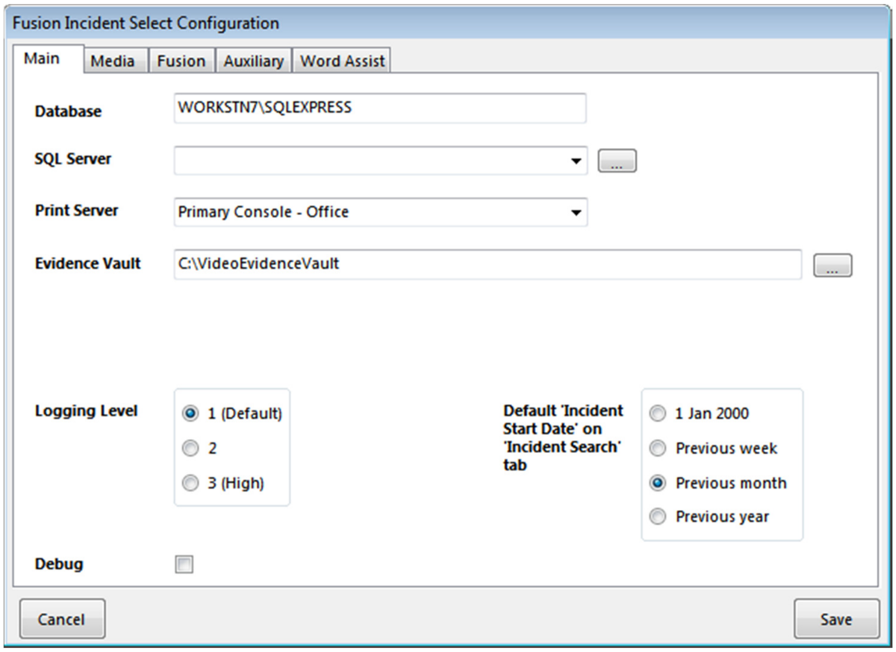
Evaluation Record

Incident Log ID	*Links this RTVS record to the Incident Log*
Evaluation Date & Time	*Key field*
Evaluation By / Organisation	*Who provided the evaluation feedback ?*
Supporting evidence	*Yes/no : Was any evidence found to support the investigation ?*
Was CCTV media used	*Yes/no*
Details of assistance provided	*Assign yes/no for 1 to 12 questions plus add detailed text.*
Quantify how useful	*Assign value for 1 to 6 questions*
If of no use provide reasons	*Provide details*
Release of media to the press	*Yes/no*
Final Outcomes	*Was anybody charged / convicted / sentenced*

2 Workstation Setup

Using the main menu Application > Configure enter the Configuration form.

2.1 Main Tab



Database WORKSTN7\SQLEXPRESS

SQL Server

Print Server Primary Console - Office

Evidence Vault C:\VideoEvidenceVault

Logging Level
● 1 (Default)
○ 2
○ 3 (High)

Default 'Incident Start Date' on 'Incident Search' tab
○ 1 Jan 2000
○ Previous week
● Previous month
○ Previous year

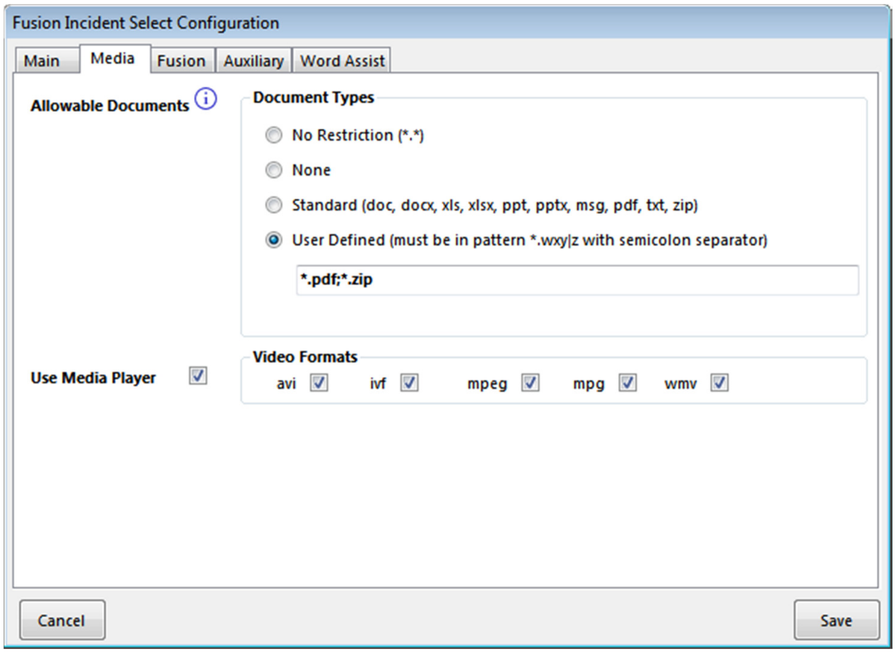
Debug ☐

Configuration - Main Tab

Item	Setting	Notes
Database – SQL Server	Select from available servers (if none visible use the search button) or type the instance name manually.	
Print Server	Select the available list.	Each Workstation must have a nominated print server (a console).
Evidence Vault	Either enter the path to the Evidence Vault or browse anywhere on the network using the browse button.	If the path is not valid a red warning message will appear and it will not be possible to save the settings.
Logging Level	Set =1	1 is ok for normal operation. Set to 3 for engineering purposes.
Debug	Set off	Check this box for engineering purposes.
Default Incident Start Date on Incident Search Tab	Set = 'Back 1 week'.	

2.2 Media Tab

FI Select New Feature



Allowable Documents

Document Types

○ No Restriction (*.*)
○ None
○ Standard (doc, docx, xls, xlsx, ppt, pptx, msg, pdf, txt, zip)
● User Defined (must be in pattern *.wxy|z with semicolon separator)

.pdf;.zip

Use Media Player ☑

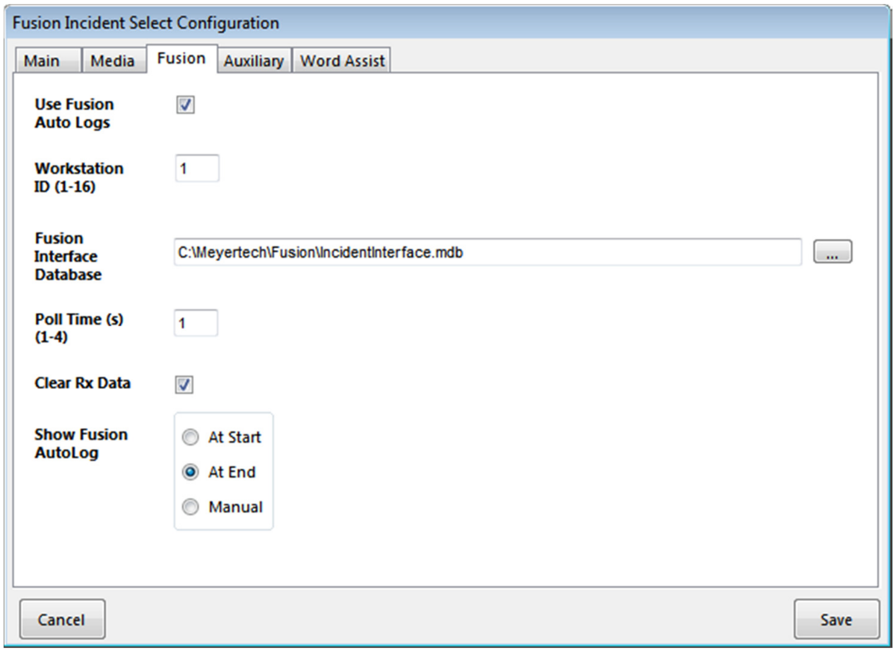
Video Formats

avi ☑ ivf ☑ mpeg ☑ mpg ☑ wmv ☑

Configuration - Media Tab

Item	Setting	Notes
Allowable Documents	Sets the rules controlling which type of document can be attached to an Incident in addition to the standard image files (jpg, gif, png, bmp).	
	No Restriction (*.*)	Allows any document to be attached.
	None	Can only attach standard image files (jpg, gif, png, bmp).
	Standard	Suggested list of standard documents, in addition to the standard image files.
	User Defined	In the example above only pdf and zip documents will be allowed, in addition to the standard image files.
Use Windows Media Player Video Formats	Check this box if required. Check the appropriate boxes for the video media files being used with Incident. NB .ivf files to be used the MatriVideoSDK_5.0.7.115 (or later version) needs installing on the host PC.	Check compatibility of intended video files with installed codecs.

2.3 Fusion Tab



Use Fusion Auto Logs ☑

Workstation ID (1-16): 1

Fusion Interface Database: C:\Meyertech\Fusion\IncidentInterface.mdb

Poll Time (s) (1-4): 1

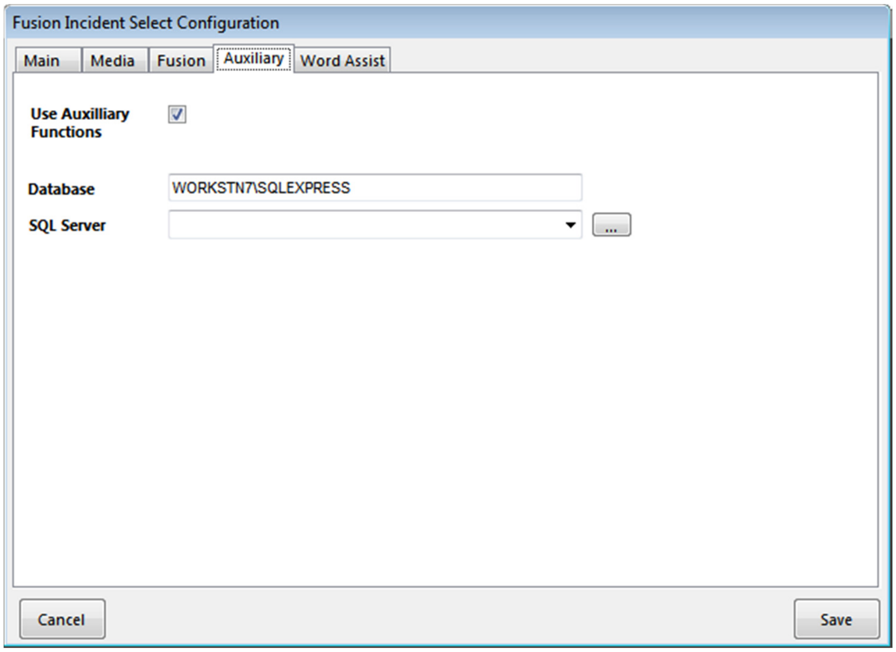
Clear Rx Data ☑

Show Fusion AutoLog: ○ At Start ● At End ○ Manual

Configuration - Fusion Tab

Item	Setting	Notes
Use Fusion Auto Logs	Set = True	If unchecked remainder of configuration is not active.
Workstation ID	Set same as Fusion Workstation number	
Fusion Interface Database - Jet (MS Access)	Either enter the path to the Fusion Interface database or browse anywhere on the network using the browse button.	If the path is not valid a red warning message will appear and it will not be possible to save the settings.
Poll Time	Set = 2	
Clear Rx Data	Set = True	Normally checked.
Show Fusion Autologs	Set = “At End”	Fusion Incident will normally be behind the main Fusion-Core GUI. Fusion Incident will stay on top unless minimised.

2.4 Auxiliary Tab


Fusion Incident Select Configuration
Main
Media
Fusion
Auxiliary
Word Assist
...
Cancel
Save

Use Auxilliary Functions ☑

Database WORKSTN7\SQLEXPRESS

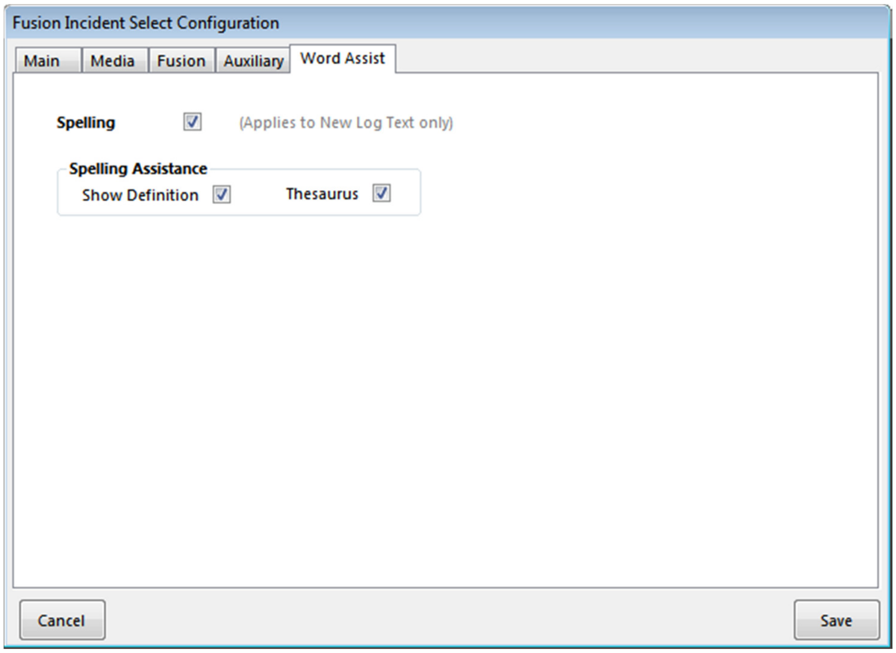
SQL Server

Configuration - Auxiliary Tab

Item	Setting	Notes
Use Auxiliary Functions	Set = True (if Licence permits)	If unchecked remainder of configuration is not active. If change this setting quit and restart Workstation.
Database – SQL Server (not shown)	Select from available servers (if none visible use the search button) or type the instance name manually.	

2.5 Word Assist Tab

FI Select New Feature


Fusion Incident Select Configuration
Main
Media
Fusion
Auxiliary
Word Assist
Cancel
Save

Spelling ☑ (Applies to New Log Text only)

Spelling Assistance

Show Definition ☑ Thesaurus ☑

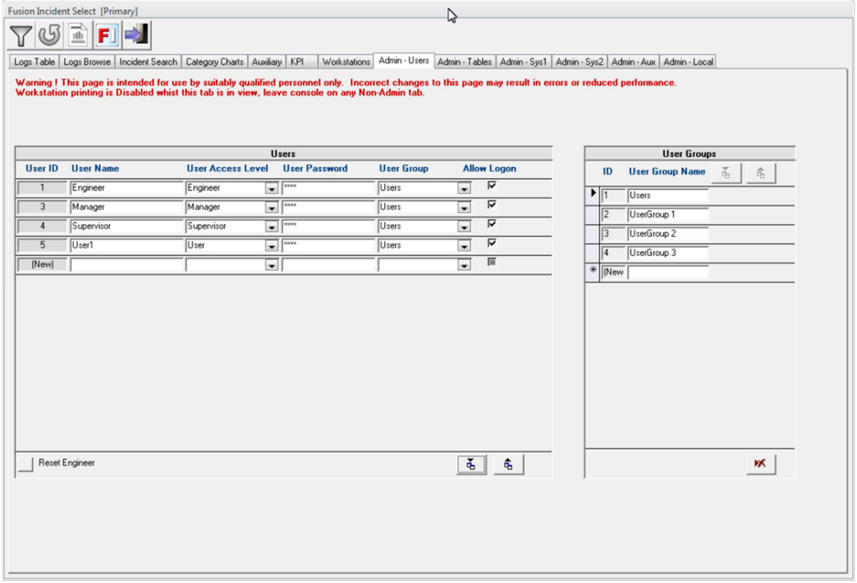
Configuration - Media Tab

Item	Setting	Notes
Spelling	When checked the Spelling functions are enabled for new Incident text.	
Spelling Assistance - Show Definition	Shows the definition of a word when right mouse over word.	Only available when Spelling is checked.
Spelling Assistance - Thesaurus	Shows Synonyms when right mouse over word.	Only available when Spelling is checked.

3 Console Setup

This is a quick setup guide; further details are contained section 5.

3.1 Admin - Users


Fusion Incident Select [Primary]
Logs Table
Logs Browse
Incident Search
Category Charts
Auxiliary
KPI
Workstations
Admin - Users
Admin - Tables
Admin - Sys1
Admin - Sys2
Admin - Aux
Admin - Local
Reset Engineer

Warning ! This page is intended for use by suitably qualified personnel only. Incorrect changes to this page may result in errors or reduced performance.
Workstation printing is Disabled whist this tab is in view, leave console on any Non-Admin tab.

Users

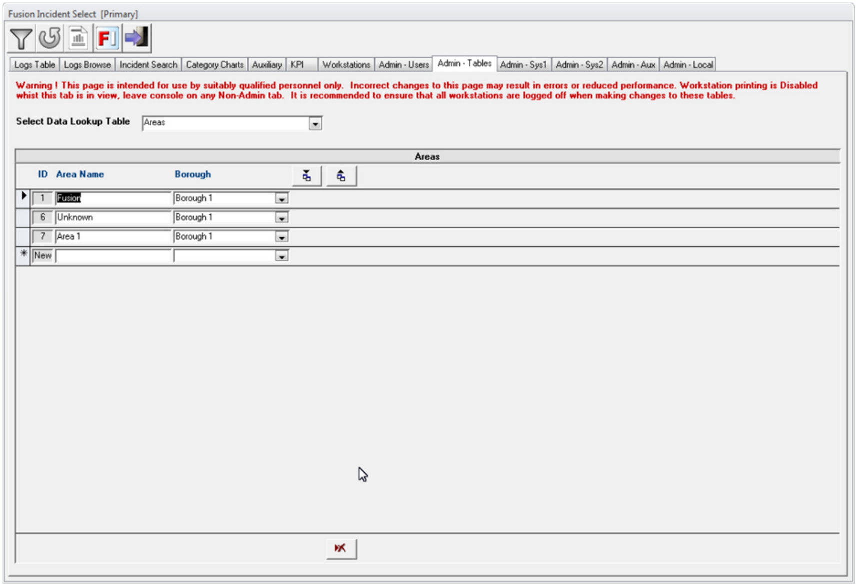
User ID	User Name	User Access Level	User Password	User Group	Allow Logon
1	Engineer	Engineer	****	Users	☑
3	Manager	Manager	****	Users	☑
4	Supervisor	Supervisor	****	Users	☑
5	User1	User	****	Users	☑
(New)					☐

User Groups

ID	User Group Name
1	Users
2	UserGroup 1
3	UserGroup 2
4	UserGroup 3
(New	

Set the required User Groups.
Set the Usernames and passwords for those users that require a logon.
Imports from a csv file. See imports or exports folder for an example.
Following an import the passwords will need to be manually set for those users who require logon rights.

3.2 Admin - Tables


Fusion Incident Select [Primary]
Logs Table
Logs Browse
Incident Search
Category Charts
Auxiliary
KPI
Workstations
Admin - Users
Admin - Tables
Admin - Sys1
Admin - Sys2
Admin - Aux
Admin - Local

Warning ! This page is intended for use by suitably qualified personnel only. Incorrect changes to this page may result in errors or reduced performance. Workstation printing is Disabled whist this tab is in view, leave console on any Non-Admin tab. It is recommended to ensure that all workstations are logged off when making changes to these tables.

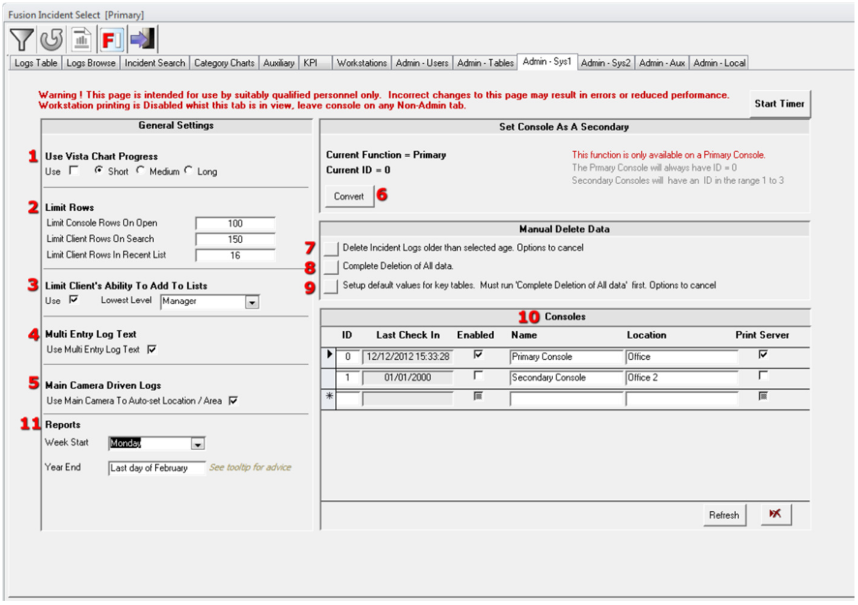
Select Data Lookup Table: Areas

Areas

ID	Area Name	Borough
1	Fusion	Borough 1
6	Unknown	Borough 1
7	Area 1	Borough 1
New		

All lookup tables are set using this tab. Select the table type from the drop down selection list and fill-in the data as required. Once the system is running it is not recommended to delete items from these tables. Each table has a import/export facility to facilitate sharing of data with other systems. The file type used is .csv which is plain text and compatible with most other similar applications, including Microsoft Excel.

3.3 Admin - Sys1 Tab



Warning ! This page is intended for use by suitably qualified personnel only. Incorrect changes to this page may result in errors or reduced performance.
Workstation printing is Disabled whist this tab is in view, leave console on any Non-Admin tab.

General Settings

Use Vista Chart Progress
Use ☐ ● Short ○ Medium ○ Long

Limit Rows
Limit Console Rows On Open: 100
Limit Client Rows On Search: 150
Limit Client Rows In Recent List: 16

Limit Client's Ability To Add To Lists
Use ☑ Lowest Level: Manager

Multi Entry Log Text
Use Multi Entry Log Text ☑

Main Camera Driven Logs
Use Main Camera To Auto-set Location / Area ☑

Reports
Week Start: Monday
Year End: Last day of February *See tooltip for advice*

Set Console As A Secondary

Current Function = Primary
Current ID = 0

This function is only available on a Primary Console.
The Primary Console will always have ID = 0
Secondary Consoles will have an ID in the range 1 to 3

Manual Delete Data

Delete Incident Logs older than selected age. Options to cancel
Complete Deletion of All data.
Setup default values for key tables. Must run 'Complete Deletion of All data' first. Options to cancel

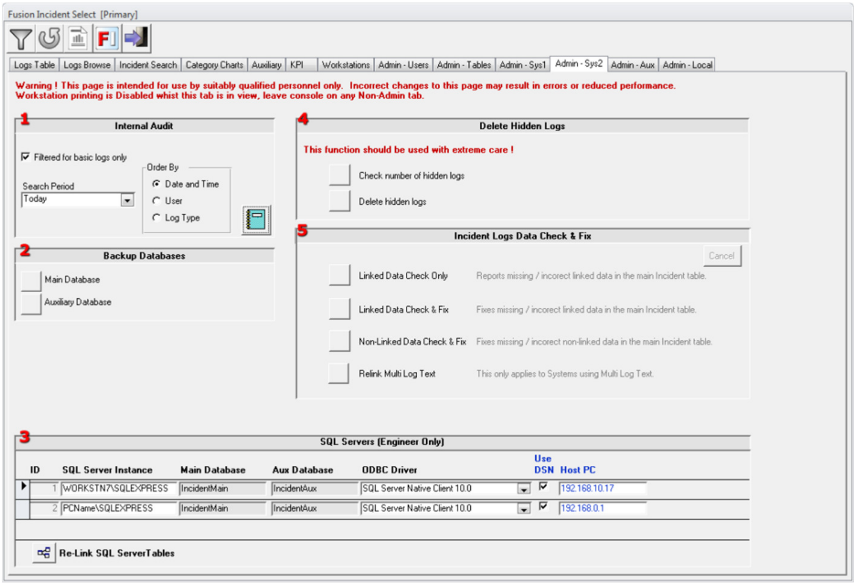
Consoles

ID	Last Check In	Enabled	Name	Location	Print Server
0	12/12/2012 15:33:28	☑	Primary Console	Office	☑
1	01/01/2000	☐	Secondary Console	Office 2	☐

#	Name	Description / Function
1	Vista Chart Progress	If using Vista or Windows 7 this must be enabled, otherwise the graphs may not be painted on the form; Try short setting first.
2	Limit Rows	For slow networks, set these to low values
3	Limit Client's ability to add to lists	This function applies to the Workstation when an operator is creating/modifying a log and wishes to use a different Location or Type. To activate, tick the 'Use' checkbox. Then select the lowest level of operator that is allowed to add to lists, eg if Supervisor is selected then and 'Use' is checked, then only Supervisors and above will be allowed to add to these lists. If 'Use' is not checked, everyone can add to these lists.
4	Multi Entry Log Text	Up to Fusion Incident Console v 4.19.x.x and Workstation v2.0.x.x the handling of the log text (Incident Details) was as if this checkbox was unchecked. To enable the new Multi Entry Log Text entry tick this checkbox. If this is checked: • Each user can edit other users Incident Logs (except for Log Text) • Each user can add Log Text to an Incident • Each Incident Log's Details can comprise multiple Log Text entries • When a Log Text entry has been saved it cannot be edited later If this is NOT checked: • Each user can ONLY edit their own Incident Logs • Each Incident Log's Details comprises one Log Text entry that can be edited as required.
5	Main Camera Driven Logs	If selected , choosing the Main Camera can auto-populate the Area and Location textboxes (an 'Autoset' label appears if this occurs).
6	Set Secondary As A Console	Fusion Incident network must have a Primary Console and can

		have up to 3 secondary consoles. Use the Convert button to create a Secondary Console.
7	Manual Delete Data: Delete Incident Logs …	Use this function with extreme caution and always ensure there is a current backup of the data. Use this function to delete any number of Incident Logs and ALL associated data by age in weeks: In addition to Incident Logs all RTVS's and their associated Media & Reviewer's records plus The Evaluation record will be deleted. NB There is no undo process for this function, deletion is permanent.
8	Manual Delete Data: Complete Deletion of All data	This function is now performed using the Microsoft SQL Server Management Studio and requires the loading and running of sql scripts to delete all user-generated data. Typically this would be performed by an engineer.
9	Manual Delete Data: Setup default values …	Use this function to add default look-up data to a blank database.
10	Consoles	Each Console should be named with a location. The Workstations will send their reports to their nominated Print Server. Check the Print Server box to be included in the Print Server list
11	Reports **FI Select New Feature**	Set the Week Start day - usually Monday Set the Year End for the required accounting period: This can be entered in one of two ways: 1. Enter as a date with day and month (dd-mm) 2. Enter as text similar to "last day of feb"

3.4 Admin - Sys2 Tab


Fusion Incident Select [Primary]
Logs Table
Logs Browse
Incident Search
Category Charts
Auxiliary
KPI
Workstations
Admin - Users
Admin - Tables
Admin - Sys1
Admin - Sys2
Admin - Aux
Admin - Local
1
Internal Audit
2
Backup Databases
Main Database
Auxiliary Database
4
Delete Hidden Logs
Check number of hidden logs
Delete hidden logs
5
Incident Logs Data Check & Fix
Cancel
Linked Data Check Only
Linked Data Check & Fix
Non-Linked Data Check & Fix
Relink Multi Log Text
3
SQL Servers (Engineer Only)
Re-Link SQL ServerTables

Warning ! This page is intended for use by suitably qualified personnel only. Incorrect changes to this page may result in errors or reduced performance.
Workstation printing is Disabled whist this tab is in view, leave console on any Non-Admin tab.

☑ Filtered for basic logs only

Search Period: Today

Order By: ● Date and Time ○ User ○ Log Type

This function should be used with extreme care !

Linked Data Check Only: Reports missing / incorrect linked data in the main Incident table.

Linked Data Check & Fix: Fixes missing / incorrect linked data in the main Incident table.

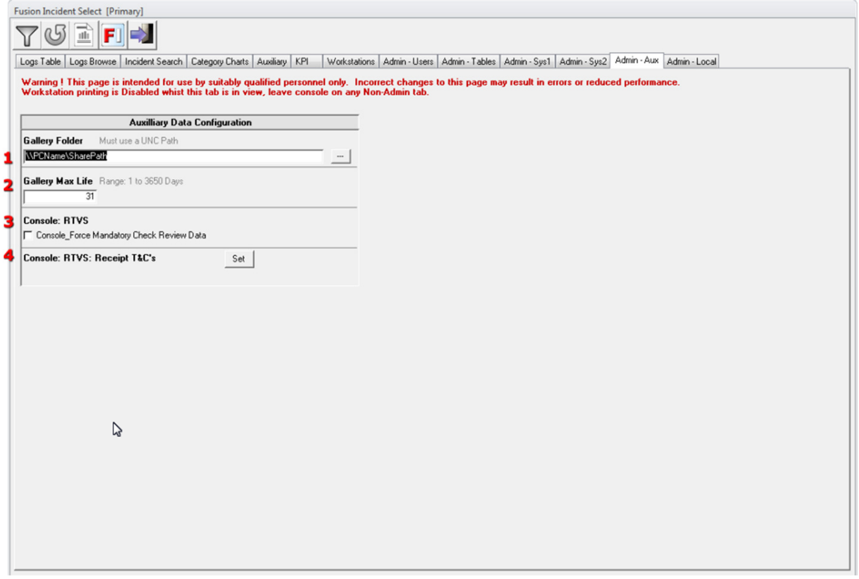
Non-Linked Data Check & Fix: Fixes missing / incorrect non-linked data in the main Incident table.

Relink Multi Log Text: This only applies to Systems using Multi Log Text.

ID	SQL Server Instance	Main Database	Aux Database	ODBC Driver	Use DSN	Host PC
1	WORKSTN7\SQLEXPRESS	IncidentMain	IncidentAux	SQL Server Native Client 10.0	☑	192.168.10.17
2	PCName\SQLEXPRESS	IncidentMain	IncidentAux	SQL Server Native Client 10.0	☑	192.168.0.1

#	Name	Description / Function
1	Internal Audit	Fusion Incident will save an audit of major functions and events. Use these controls to filter, view and print these logs.
2	Backup Databases	Each of the databases can be backed up on demand. Backups are typically stored on the SQL server at C:\SQLServer\backups
3	SQL Servers	This is an Engineer's function for use mainly in test/debug situations and these settings will normally be made during start-up.
4	Delete Hidden Logs	Typically used by managers to permanently delete hidden logs
5	Incident Logs Data Check & Fix	Typically used by engineers to check and fix broken data links between the main Incident Logs table and the various look-up tables.

3.5 Admin – Aux


Fusion Incident Select [Primary]
Logs Table
Logs Browse
Incident Search
Category Charts
Auxiliary
KPI
Workstations
Admin - Users
Admin - Tables
Admin - Sys1
Admin - Sys2
Admin - Aux
Admin - Local
Auxilliary Data Configuration
1
2
3
4
Console: RTVS: Receipt T&C's
Set

Warning ! This page is intended for use by suitably qualified personnel only. Incorrect changes to this page may result in errors or reduced performance.
Workstation printing is Disabled whist this tab is in view, leave console on any Non-Admin tab.

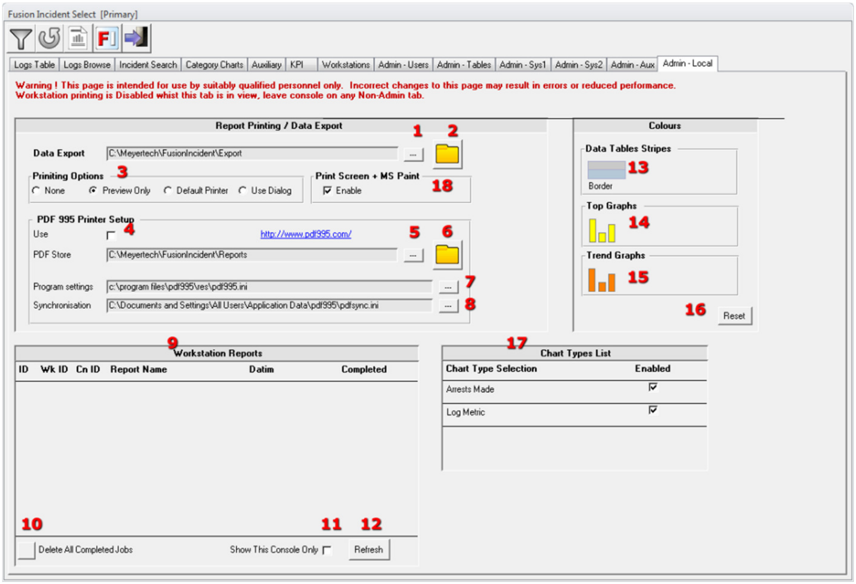
Gallery Folder — Must use a UNC Path: \\PCName\SharePath

Gallery Max Life — Range: 1 to 3650 Days: 31

Console: RTVS
☐ Console_Force Mandatory Check Review Data

#	Name	Description / Function
1	Auxiliary Data Configuration: Gallery Folder	Set the Gallery location. This is a central shared folder where all users have read/write permissions.
2	Gallery Max Life	Sets the maximum age of a Gallery record before the system will request the operator to Delete or Retain.
3	Console RTVS	RTVS records can either be minimal (as generated by a Workstation) or they can be comprehensive (as generated by a Console). If checked the System will advise the user to complete a full RTVS record before saving, e.g. Reviewers, Media, Review Datim & Requestee Details.
4	Console RTVS: Receipt **FI Select New Feature**	Click the ‘Set’ button to open the ‘Terms and Conditions’ form.

3.6 Admin – Local


Fusion Incident Select [Primary]
Logs Table
Logs Browse
Incident Search
Category Charts
Auxiliary
KPI
Workstations
Admin - Users
Admin - Tables
Admin - Sys1
Admin - Sys2
Admin - Aux
Admin - Local
Report Printing / Data Export
1
2
3
18
4
5
6
7
8
Colours
Data Tables Stripes
13
Border
Top Graphs
14
Trend Graphs
15
16
Reset
9
Workstation Reports
ID
Wk ID
Cn ID
Report Name
Datim
Completed
17
Chart Types List
Chart Type Selection
Enabled
10
11
12
Delete All Completed Jobs
Refresh

Warning ! This page is intended for use by suitably qualified personnel only. Incorrect changes to this page may result in errors or reduced performance.
Workstation printing is Disabled whist this tab is in view, leave console on any Non-Admin tab.

Data Export: C:\Meyertech\FusionIncident\Export

Priniting Options: ○ None ● Preview Only ○ Default Printer ○ Use Dialog

Print Screen + MS Paint: ☑ Enable

PDF 995 Printer Setup

Use ☐ http://www.pdf995.com/

PDF Store: C:\Meyertech\FusionIncident\Reports

Program settings: c:\program files\pdf995\res\pdf995.ini

Synchronisation: C:\Documents and Settings\All Users\Application Data\pdf995\pdfsync.ini

Chart Type Selection	Enabled
Arrests Made	☑
Log Metric	☑

Show This Console Only ☐

#	Name	Description / Function
1	Data Export: set the folder	Use this to set the standard folder to save export files
2	Data Export: show the folder	Opens a windows explorer folder.
3	Printing Options	None: do nothing Preview Only: displays print preview (typically used for tests) Default Printer: sends all reports to the default Windows printer Select a Printer with Dialog: By using the print dialog menu the operator can select from all available printers.
4	PDF 995 Printer Setup: Use	Select this checkbox to automatically create and store a PDF version of all Fusion Incident reports. This is independent of the 'Printing Options'. The PDF printing feature will not be enabled if the System detects that the PDF995 software is neither installed or configured correctly. Refer to the web link.
5	PDF 995 Printer Setup: set the folder	Use this to set the root folder to save all PDF files. Each file is then saved in a hierarchical set of folders based on the date the report was produced and the Console that was used.
6	PDF 995 Printer Setup: show the folder	Opens a windows explorer folder.
7	PDF 995 Printer Setup: Program Settings	Use this button to locate the PDF995 program synchronisation file: pdfsync.ini.
8	PDF 995 Printer Setup: Synchronisation	Use this button to locate the PDF995 program setup file: pdf995.ini
9 to 12	Workstation Reports:	Delete all completed jobs
13 to 16	Colours	Reset if required. Select from the available Basic Colours.
17	Chart Types List	Select those required for the system

4 Using the Workstation

4.1 Summary

Up to Fusion Incident Console v 4.19.x.x and Workstation v2.0.x.x the handling of the log text (Incident Details) was as follows:

- Each user can ONLY edit their own Incident Logs
- Each Incident Log's Details comprises one Log Text entry that can be edited as required.

Subsequent versions now offer Multi Log Text as an option, which typically would be the normal method of operation. With the new Multi Log Text enabled:

- Each user can edit other users Incident Logs (except for Log Text already saved)
- Each user can add Log Text to an Incident. Each entry is time & date stamped with the username.
- Each Incident Log's Details can comprise multiple Log Text entries
- When a Log Text entry has been saved it cannot be edited later

This manual will show screen shots with Multi Log Text enabled.

If Fusion Incident is configured to use Fusion Autologs, the Fusion-Core VMS can generate new logs, auto-populate with the selected cameras and finally save the new log. Only information relating to the selected cameras is passed from the Fusion-Core VMS, therefore all other information required must be added by an operator when time permits. Whenever an operator using Fusion Incident, configured to use Fusion Autologs, has an Incident, RTVS, Gallery or Contact record open, the operation of Fusion Autologs is temporarily turned off, as confirmed in the Status Bar by the blue message "Fusion Autologs off". When the open record is subsequently closed (saved or cancelled) Fusion Autologs is turned on, as confirmed in the Status Bar by the green message "Fusion Autologs on".

4.2 Access Rights

4.2.1 Access Rights

There are 4 user access levels available for use:

Level	Description
User	For most restricted use
Supervisor	Includes some privileges
Manager	For the system manager
Engineer	For the installation engineer

4.2.2 Table showing the functions controlled by user access rights

#	Tab	Function	Access Rights
1	Incident	Override originator name	Manager +
2	Incident	Add to the look-up lists for Location and Incident Type.	Set by Console Admin-Sys1 tab.
3	Gallery	Delete record	Manager +
4	Contacts	Delete record	Manager +

4.3 Font Size

FI Select New Feature

Using the menu Application > Font Size the user can select their preferred text size for Incident Workstation. The setting will be applied automatically when the user logs on.

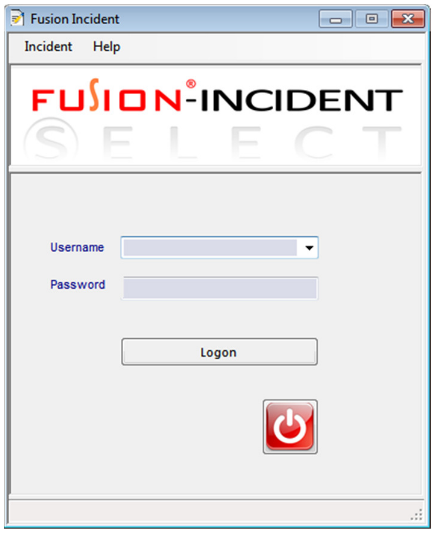
4.4 Logging On

Each operator must logon to the system to be able to create and modify Incident Logs; RTVS, Gallery and Contact records. Each user may only be logged on at one Workstation at any one time.

Once logged on the Workstation status bar shows who is logged on and for how long .

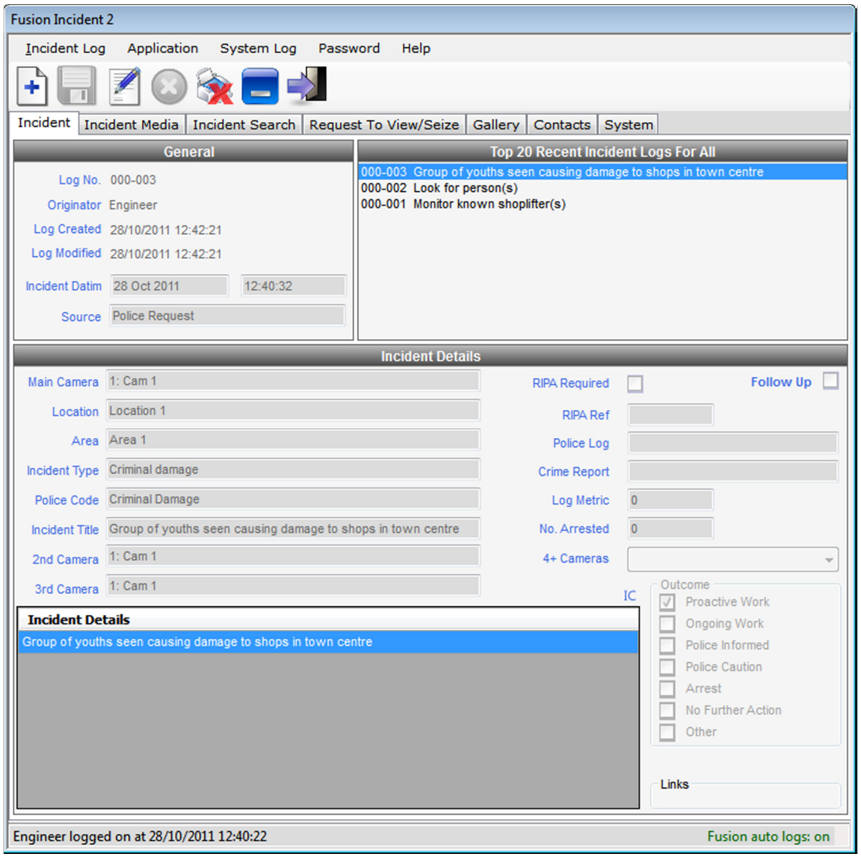
NB:

1. Fusion Incident should always be shut down correctly when not required or before a PC shutdown/restart, ie logoff and quit.
2. If there has been a fault with the host PC and/or software it is possible that the Console will incorrectly show an operator as logged-on. If this happens anyone logged on at Supervisor or higher can reset the logged-on status in the Workstations tab of the Console.
3. There is also a an 10 minute timeout on the Console , which will automatically reset the status of all users logged on (Console must be running).



Logging on to the Workstation

4.5 Incident Tab


Fusion Incident 2
Incident Log
Application
System Log
Password
Help
Incident
Incident Media
Incident Search
Request To View/Seize
Gallery
Contacts
System
General
Top 20 Recent Incident Logs For All
Incident Details
Outcome
Links
IC

Log No. 000-003
Originator Engineer
Log Created 28/10/2011 12:42:21
Log Modified 28/10/2011 12:42:21
Incident Datim 28 Oct 2011 12:40:32
Source Police Request

000-003 Group of youths seen causing damage to shops in town centre
000-002 Look for person(s)
000-001 Monitor known shoplifter(s)

Main Camera 1: Cam 1
Location Location 1
Area Area 1
Incident Type Criminal damage
Police Code Criminal Damage
Incident Title Group of youths seen causing damage to shops in town centre
2nd Camera 1: Cam 1
3rd Camera 1: Cam 1

RIPA Required ☐
Follow Up ☐
RIPA Ref
Police Log
Crime Report
Log Metric 0
No. Arrested 0
4+ Cameras

Incident Details
Group of youths seen causing damage to shops in town centre

☑ Proactive Work
☐ Ongoing Work
☐ Police Informed
☐ Police Caution
☐ Arrest
☐ No Further Action
☐ Other

Engineer logged on at 28/10/2011 12:40:22
Fusion auto logs: on

Workstation Incident Tab.

4.5.1 Overview of Incident Tab

This tab is used for creating and modifying Incident Logs. It is designed to allow operators to create new logs with minimum typing whilst at the same time offering enough fields to provide meaningful data that will be of use when performing statistical analysis some time later. Operators should be encouraged to use good quality data in the free text entry for the Incident Details.

If the Fusion Incident system is setup for ‘Main Camera Driven logs’, see ‘Console: Admin-Sys1 Tab’ configuration, then choosing the Main Camera can auto-populate the Area and Location textboxes (an ‘Autoset’ label appears if this occurs). This feature relies on the Cameras table being correctly setup with known Locations. The intended benefit of using this feature is to minimise operator keyboard work, ie selecting the main camera can determine the Area and Location of the incident. NB The Area and Location can be overridden by the operator and Cameras 2,3,4 etc can be selected without affecting the Area and Location settings. In addition, the Fusion Autologs can also take advantage of using this feature when the main camera is selected.

4.5.2 Menus

Menu	Menu Item	Description
Incident Log	New	Creates new incident
	Save	Saves new incident
	Cancel	Cancels current incident
	Modify	Allows the editing of an existing incident, when selected from Recent list
	Show My Logs Only In Recent List	This toggles the filter for the Recent List to be logs created by any user / logs only created by the logged on user.
	New RTVS	Will create a new RTVS record that will ‘belong’ to the current Incident log.
	Package	Will create a folder with web file of the Incident (HTML Report)and a zip file of all the associated media files if they exist. This is useful should the Incident log need to be emailed.
	Show Package Folder	Show the Packages folder
	Set This Log As A Primary	Sets an un-linked log to be a Primary Log
	Join This Log As A Primary	Sets an un-linked log to be a Secondary Log, with a link to the selected Primary Log. Each Secondary Log should be referring to the same incident or at least a related incident of the same Incident Date: this will ensure that when Incident logs are eventually deleted on an Incident Date basis that Secondary Logs are not left without a Primary Log.
	Override Originator Name	Only available to Manager+ levels. Useful following the use of ‘Create Secondary From Primary’.
	Create Secondary From Primary	Creates a new log from the selected Primary Log, copying the main data items, leaving the operator responsible for this new log to complete additional details, e.g. a different set of cameras. Each Secondary Log should be referring to the same incident or at least a related incident of the same Incident Date: this will ensure that when Incident logs are eventually deleted on an Incident Date basis that Secondary Logs are not left without a Primary Log.
	Refresh Recent List	Refreshes the Recent List. (Automatically done after each save)
Application	Minimise	Minimises the window
	Log Off	Current user logged off
	Configure	Shows text file used for local audit trail
	Font Size FI Select New Feature	Standard
		Medium
		Large
System Log	View live	Shows live logs in the System tab
	View This Week	Shows current week logs saved to disk
	Go to Archive	Shows logs folder
Password	Change Password	Any operator can use this to change their own system password.
Help	About	Shows application and licence details

4.5.3 Main Toolbar (Incident Logs)

Button	Function	Description
✚	New Incident	Creates new incident
💾	Save Incident	Saves new incident
✎	Modify Incident	Allows the editing of an existing incident, when selected from Recent list
⊗	Cancel	Cancels current incident
🖨	Print Incident	Sends a report for printing to the Console. Fusion Incident Console must be running , but not necessarily logged on, and must have a default printer in operation.
▬	Minimise	Minimises Fusion Incident window. (Fusion Incident is set to stay on top of other windows).
➔	Log Off	Operator log off

4.5.4 Create a new Incident

Step	Function	Notes
1.	Create new incident	Use menu or toolbar. Quick text is now available.
2.	Complete mandatory fields for: 1. Area 2. Source 3. Location * 4. Incident Type * 5. Incident Title 6. Incident Details 7. Outcome (choose at least one) * The operator can add new items to these lists if Console management configuration set accordingly.	For all fields with drop-down selections the operator can either select from the list or start typing and the auto-complete function will show matching items from the list. For the “Incident” text box, the “Incident Quick Text” can be used by double clicking on an item. The Title will auto set to the first line of the Incident Details on Save if left blank. Use the Add Camera button to insert secondary cameras into the Incident details. Leave main camera selected if required.
3.	Save the new incident	If the operator misses a mandatory item the save operation will be cancelled and the missing field will be highlighted.

4.5.5 Modify an existing Incident

Step	Function	Notes
1.	Select an incident from the Recent list	An operator can only modify their own incident logs. The default number of logs displayed is set in the Console.
2.	Modify incident	Use menu or toolbar. Or double click the Recent list.
3.	Edit fields as necessary	
4.	Save the incident	

4.5.6 View Previous Incidents

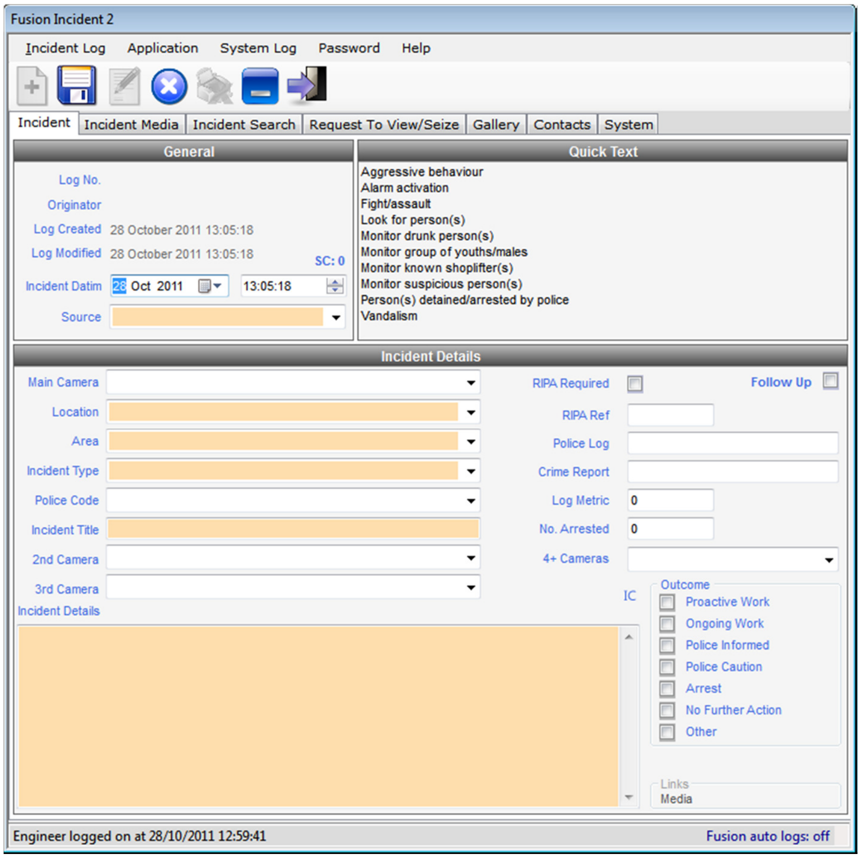
Step	Function	Notes
1.	Use the Search tab	See section below.

4.5.7 View Associated Media

Step	Function	Notes
1.	With an Incident selected, should there be any associated media then the link “Incident Media” will be available in the “Links” box.	See section below. Clicking this link will show the Incident Media tab.

4.5.8 Incident Data Description

#	Field	Description	Notes	Mandatory
1	Incident Log No.	Unique reference	Auto filled in, not editable	-
2	Log Created	The date and time that the incident is created	Auto filled in, not editable	-
3	Log modified	The date and time that the incident is modified	Auto filled in, not editable	-
4	Incident Date	Date of the Incident	Editable	Yes
5	Incident Time	Time of the Incident	Editable	Yes
6	Area	End-user defined set of areas, typically geographical	Predefined list, set by Console. 'Fusion' must be included in the list.	Yes
7	Source	End-user defined list of source types, typically categories	Predefined list, set by Console. 'Fusion' must be included in the list.	Yes
8	Location	Location in the Area, eg street, road, building etc	Predefined list, initially set by Console. New Locations can be added at the Workstation. 'Fusion' must be included in the list.	Yes
9	Incident Type	Various short form standard descriptions of Incident Types	Predefined list, initially set by Console. New Incident Types can be added at the Workstation. 'Fusion' must be included in the list.	Yes
10	Police Code	Police defined list of Police Codes	Predefined list, set centrally in Console	No
11	Title	Short summary using key words	The Title will auto set to the Incident Type on Save if left blank.	Yes
12	Main Camera	List of cameras	Predefined list, set centrally in Console	No
13	Incident Details	Free text entry describing incident. MLT: Can add new time and date stamped log text.	Operator can choose from "Incident Quick Text" list, which is predefined and set centrally. MLT: Once this log text is saved it cannot be edited. Non MLT: Log text can be edited by the originator only.	Yes
14	RIPA Required	If RIPA required set True		-
15	Follow Up	Can be true or false	This is effectively a 'flag' that can be set such that other operators/managers can perform a search on current incidents that are of interest/need following up.	-
16	RIPA Ref	Enter the RIPA Ref		No
17	Police Log No.	Police log no. issued on reporting of incident	These can be exported to the Police in bulk	No
18	Crime Report No	Crime Report No	Issued later by the Police if generated. These can be imported from the Police in bulk using the Police Log No	No
19	Log Metric	Can store an integer value	Following console setup for the system, this number can relate to any subject , eg ANPR activity.	No
20	No. Arrested	Can store an integer value		No
21	Outcome	A series of outcomes that are either true/false	These can be tailored to suit the system installation	Yes (at least one to be checked)


Fusion Incident 2
Incident Log
Application
System Log
Password
Help
Incident
Incident Media
Incident Search
Request To View/Seize
Gallery
Contacts
System
General
Quick Text
Log No.
Originator
Log Created
Log Modified
Incident Datim
Source
Incident Details
Main Camera
Location
Area
Incident Type
Police Code
Incident Title
2nd Camera
3rd Camera
Incident Details
RIPA Required
Follow Up
RIPA Ref
Police Log
Crime Report
Log Metric
No. Arrested
4+ Cameras
IC
Outcome
Proactive Work
Ongoing Work
Police Informed
Police Caution
Arrest
No Further Action
Other
Links
Media

Log Created 28 October 2011 13:05:18
Log Modified 28 October 2011 13:05:18
SC: 0
Incident Datim 28 Oct 2011 13:05:18

Quick Text:
Aggressive behaviour
Alarm activation
Fight/assault
Look for person(s)
Monitor drunk person(s)
Monitor group of youths/males
Monitor known shoplifter(s)
Monitor suspicious person(s)
Person(s) detained/arrested by police
Vandalism

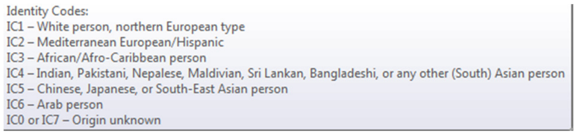
RIPA Required ☐
Follow Up ☐
Log Metric 0
No. Arrested 0
☐ Proactive Work
☐ Ongoing Work
☐ Police Informed
☐ Police Caution
☐ Arrest
☐ No Further Action
☐ Other

Engineer logged on at 28/10/2011 12:59:41
Fusion auto logs: off

Workstation display at start of new incident with mandatory fields highlighted.

FI Select New Feature

- Note that there is an "IC" label above the Incident Details box (adjacent to the Outcome section). If the user hovers their mouse over this a tooltip appears with the Identity Codes descriptions for IC0 – IC7.

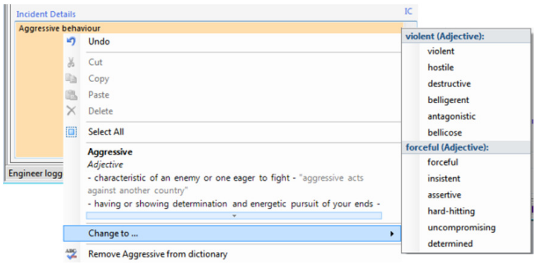

Identity Codes:
IC1 – White person, northern European type
IC2 – Mediterranean European/Hispanic
IC3 – African/Afro-Caribbean person
IC4 – Indian, Pakistani, Nepalese, Maldivian, Sri Lankan, Bangladeshi, or any other (South) Asian person
IC5 – Chinese, Japanese, or South-East Asian person
IC6 – Arab person
IC0 or IC7 – Origin unknown

4.5.8.1 Word Assist

FI Select New Feature

If configured to be active, the Incident Details will be spell checked and will offer a word definition and synonym when a word is right mouse clicked.

Words with numerals and words fully capitalised will be ignored. The operator may add/remove words from the dictionary and also mark words to be ignored. The dictionary provided is English/American and is designed to be a readily available tool to assist with creating incident logs without obvious spelling errors.


IC
Undo
Cut
Copy
Paste
Delete
Select All
Change to ...
Remove Aggressive from dictionary
violent (Adjective):
violent
hostile
destructive
belligerent
antagonistic
bellicose
forceful (Adjective):
forceful
insistent
assertive
hard-hitting
uncompromising
determined
Engineer logg

Incident Details

Aggressive behaviour

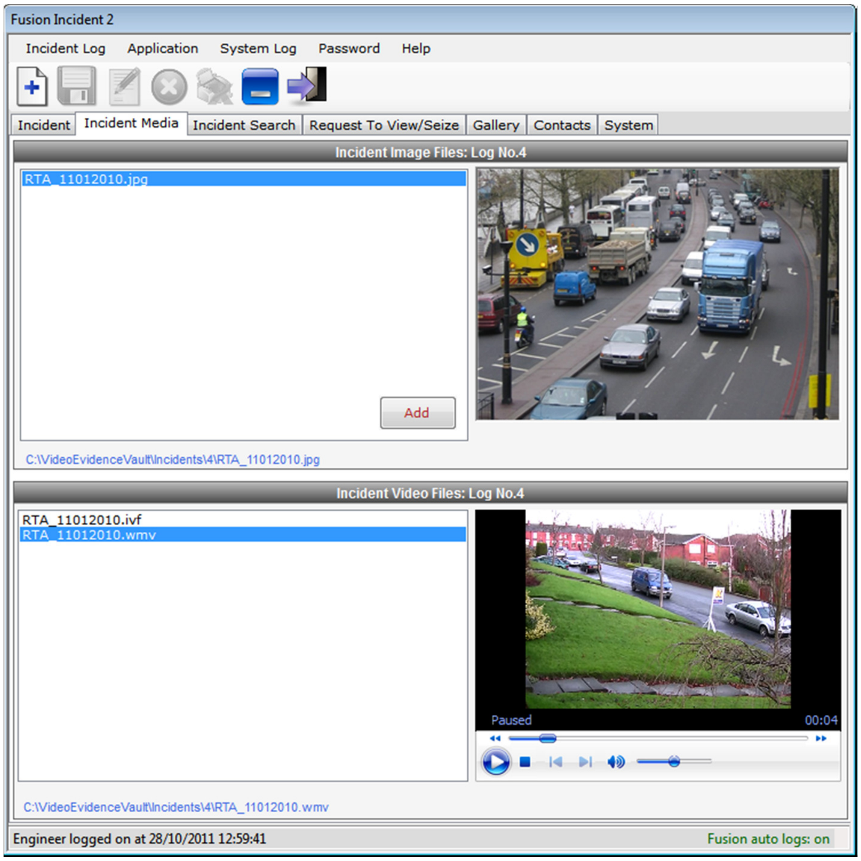
Aggressive

Adjective

- characteristic of an enemy or one eager to fight - "aggressive acts against another country"
- having or showing determination and energetic pursuit of your ends -

Word Assist with definition and synonym shown

4.6 Incident Media Tab


Fusion Incident 2
Incident Log
Application
System Log
Password
Help
Incident
Incident Media
Incident Search
Request To View/Seize
Gallery
Contacts
System
Incident Image Files: Log No.4
Add
Incident Video Files: Log No.4
Paused
00:04

RTA_11012010.jpg

C:\VideoEvidenceVault\Incidents\4\RTA_11012010.jpg

RTA_11012010.ivf
RTA_11012010.wmv

C:\VideoEvidenceVault\Incidents\4\RTA_11012010.wmv

Engineer logged on at 28/10/2011 12:59:41

Fusion auto logs: on

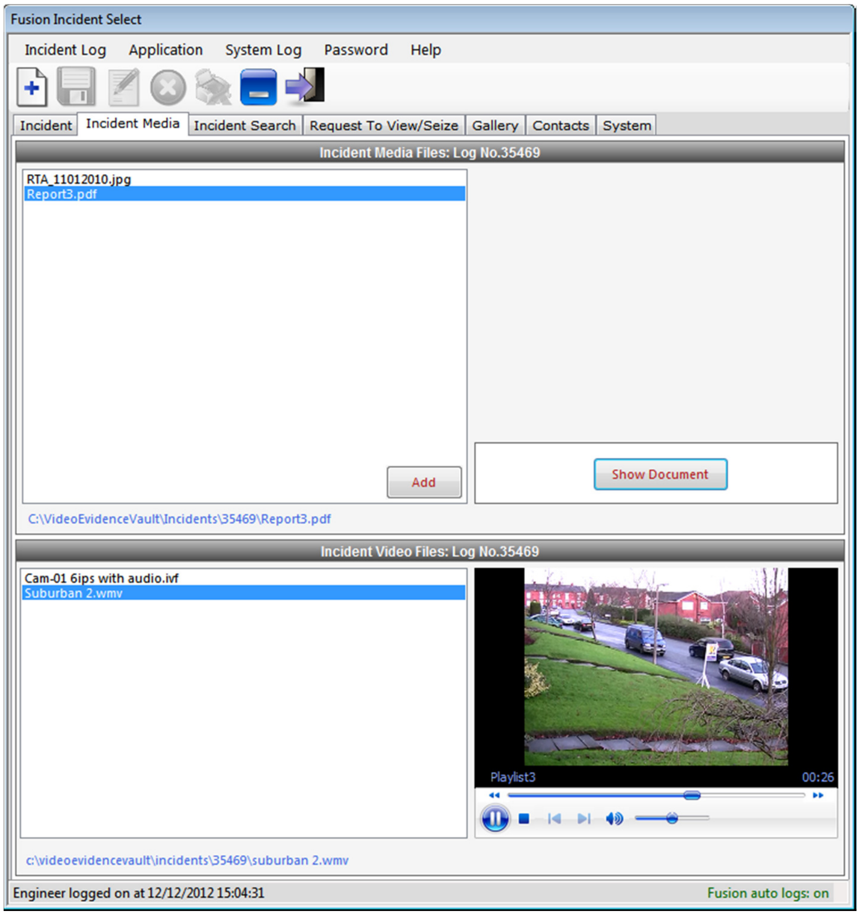
Workstation Incident Media Tab with image & video selected

4.6.1 Overview of Incident Media Tab

This tab is used in conjunction with the Incident tab. When this tab is first used following a logon, and if the system is configured to use .ivf media , there may be a short delay while the ivf media player initializes.

4.6.2 View Associated Media

Step	Function	Notes
1.	The top list box shows all attached images and documents. Click on list item to show the image. **FI Select New Feature** When a document is selected from the list, the “Show Document” button is displayed. Use this button to call the associated application (if one exists) to open the document.	Use the ‘Add’ button to copy an image or document from anywhere on the network and save to the structured Incident ‘Evidence Vault’. Images maybe of file type: bmp, gif, jpg or png. Documents may be of type as set by the configuration: Workstation Configuration form > Media tab. See figure below.
2.	The bottom list box shows all attached video files that can be viewed. Click on list item to show the video.	Refer to the Workstation Configuration form > Media tab for the enabled video formats. The Fusion-Core VMS is responsible for the creation and management of the video clips.


Fusion Incident Select
Incident Log
Application
System Log
Password
Help
Incident
Incident Media
Incident Search
Request To View/Seize
Gallery
Contacts
System
Add
Show Document
Playlist3
00:26

Incident Media Files: Log No.35469

RTA_11012010.jpg
Report3.pdf

C:\VideoEvidenceVault\Incidents\35469\Report3.pdf

Incident Video Files: Log No.35469

Cam-01 6ips with audio.ivf
Suburban 2.wmv

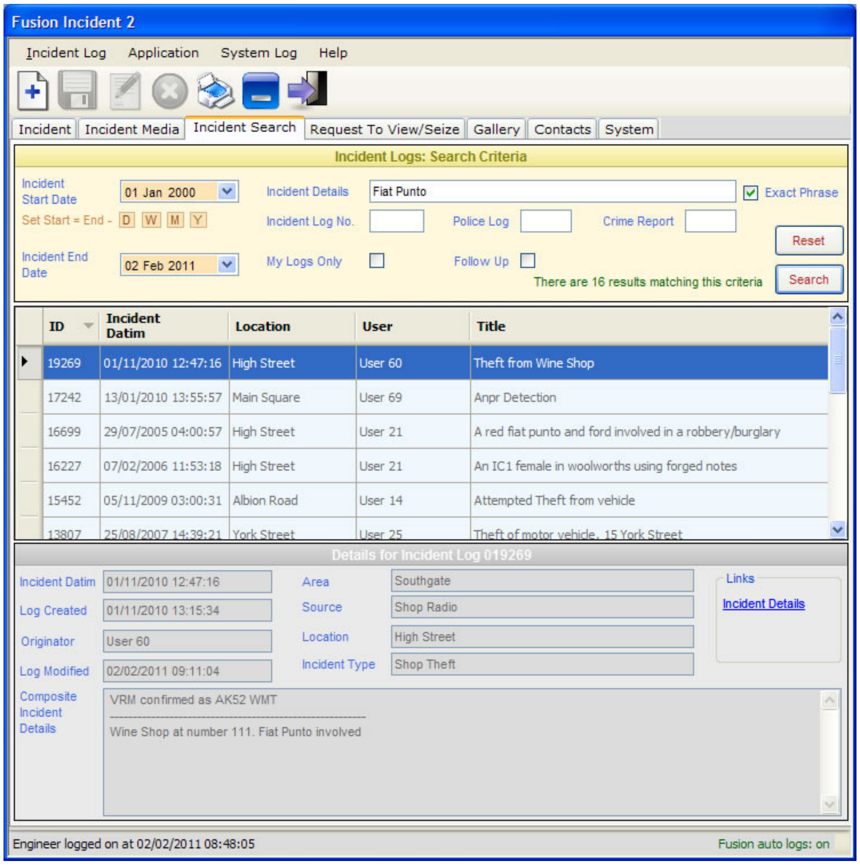
c:\videoevidencevault\incidents\35469\suburban 2.wmv

Engineer logged on at 12/12/2012 15:04:31

Fusion auto logs: on

Workstation Incident Media Tab with pdf Document and video selected

4.7 Incident Search Tab



Incident Logs: Search Criteria

Incident Start Date: 01 Jan 2000
Set Start = End - D W M Y
Incident End Date: 02 Feb 2011
Incident Details: Fiat Punto
☑ Exact Phrase
Incident Log No.:
Police Log:
Crime Report:
My Logs Only ☐
Follow Up ☐
There are 16 results matching this criteria

ID	Incident Datim	Location	User	Title
19269	01/11/2010 12:47:16	High Street	User 60	Theft from Wine Shop
17242	13/01/2010 13:55:57	Main Square	User 69	Anpr Detection
16699	29/07/2005 04:00:57	High Street	User 21	A red fiat punto and ford involved in a robbery/burglary
16227	07/02/2006 11:53:18	High Street	User 21	An IC1 female in woolworths using forged notes
15452	05/11/2009 03:00:31	Albion Road	User 14	Attempted Theft from vehicle
13807	25/08/2007 14:39:21	York Street	User 25	Theft of motor vehicle, 15 York Street

Details for Incident Log 019269

Incident Datim: 01/11/2010 12:47:16
Log Created: 01/11/2010 13:15:34
Originator: User 60
Log Modified: 02/02/2011 09:11:04
Area: Southgate
Source: Shop Radio
Location: High Street
Incident Type: Shop Theft
Composite Incident Details:
VRM confirmed as AK52 WMT

Wine Shop at number 111. Fiat Punto involved

Engineer logged on at 02/02/2011 08:48:05
Fusion auto logs: on

Workstation Incident Search Tab.

4.7.1 Overview of Incident Search Tab

This tab is used in conjunction with the Incident tab and is the operator's tool for retrieving any Incident log from the database using carefully selected searches, either to retrieve one specific log or a collection of logs, eg all incidents with "Fiat Punto" in the Incident text.

4.7.2 Search Incidents and Edit

Step	Function	Notes
1.	Setup filter as required for: • Incident Start Date * • Incident End Date • Incident Details • Incident Log number (Numeric) • Police Log number (text) • Crime Report number (text) • My Logs only • Follow Up	The individual filter settings are combined together, in other words each filter setting (if set) has to be true if a log is to be returned. If a large number of logs matches the filter, then the number of logs returned is limited to a maximum value, eg Top 250. This top value is set in the Console. * Use 1 of 4 buttons to quickly set the Start Date to be 1 Day, Week, Month, Year prior to the End Date.

2.	With the desired filter set click on the Search button to retrieve the logs.	The resultant logs will populate the grid below the search settings. Due to limitations of space, only a selection of columns is shown in the grid. The grid can be resized if required, but this will be reset on the next search.
3.	Select the row of interest to update the Details section below.	With a row selected, the user can use the keyboard up/down arrow keys to sequence throw rows.
4.	**Original Single Log Text:** The user may edit a log if they are the originator, this is provided by the "Incident Details" link. **New Multi Log Text:** The "Incident Details" link will allow any user to edit any log – except for the actual Incident Details.	**Original Single Log Text:** When a log is selected that was originated by another user, the "Incident Details" link is hidden. NB All logs can be edited at the Console regardless of who originated them, but this operator must have Supervisor status or higher. **New Multi Log Text:** The Incident Details for each log are fixed once saved. Users can add any number of Log Texts that collectively form the Incident Details.

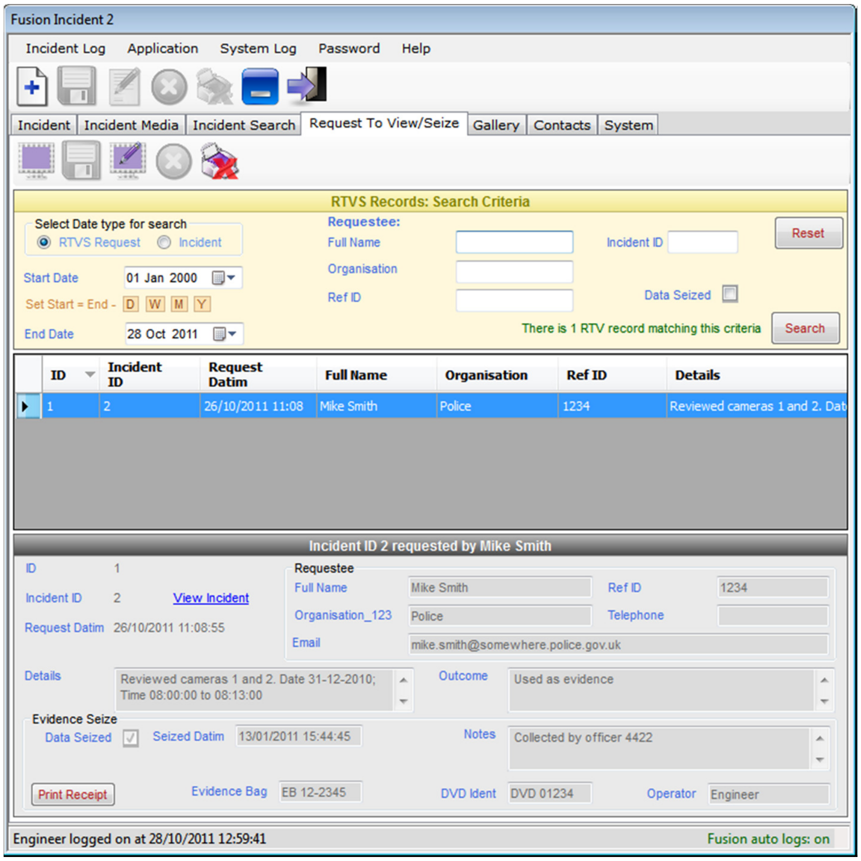
4.7.3 Search Incidents and Request To View/Seize

Step	Function	Notes
1.	Select the row of interest to update the Details section below.	
2.	A new RTVS for the currently selected log can be generated by using the main menu item: Incident Log > New RTVS	This will generate a new RTVS record and show the RTVS tab. The Incident Log ID is automatically set. See next section for details.

4.7.4 Search Incidents and Print

Step	Function	Notes
1.	Select the row of interest to update the Details section below.	
2.	Use the Print button on the main toolbar to send a report for printing to the Console.	Fusion Incident Console must be running , but not necessarily logged on, and must have a default printer/PDF printer in operation.

4.8 Request To View/Seize Tab


Fusion Incident 2
Incident Log
Application
System Log
Password
Help
Incident
Incident Media
Incident Search
Request To View/Seize
Gallery
Contacts
System
RTVS Records: Search Criteria
Reset
Search
Print Receipt
View Incident

Select Date type for search
● RTVS Request ○ Incident

Start Date: 01 Jan 2000
Set Start = End - D W M Y
End Date: 28 Oct 2011

Requestee:
Full Name:
Organisation:
Ref ID:
Incident ID:
Data Seized ☐

There is 1 RTV record matching this criteria

ID	Incident ID	Request Datim	Full Name	Organisation	Ref ID	Details
1	2	26/10/2011 11:08	Mike Smith	Police	1234	Reviewed cameras 1 and 2. Dat

Incident ID 2 requested by Mike Smith

ID: 1
Incident ID: 2
Request Datim: 26/10/2011 11:08:55

Requestee
Full Name: Mike Smith
Ref ID: 1234
Organisation_123: Police
Telephone:
Email: mike.smith@somewhere.police.gov.uk

Details: Reviewed cameras 1 and 2. Date 31-12-2010; Time 08:00:00 to 08:13:00
Outcome: Used as evidence

Evidence Seize
Data Seized ☑
Seized Datim: 13/01/2011 15:44:45
Notes: Collected by officer 4422
Evidence Bag: EB 12-2345
DVD Ident: DVD 01234
Operator: Engineer

Engineer logged on at 28/10/2011 12:59:41
Fusion auto logs: on

Workstation Request To View/Seize Tab.

4.8.1 Overview of Request to View/Seize Tab

This tab is used to generate RTVS records that can be used to monitor external requests to review evidence footage and also the release of the evidence (evidence seized). To promote the use of Incident logs as the main data entry for logging control room events all RTVS records must belong to an Incident and as such, new RTVS records can only be created from the main menu when viewing a log on the 'Incident' on 'Incident Search' tab.

When DVD evidence is to be released the Print Receipt button can be used to send a report to the Console, which will then print the receipt.
RTVS Toolbar

Button	Function	Description
	-	New RTVS records can only be created from the Incident Search tab, where an Incident record can be selected.
	Save RTVS	Saves new RTVS record
	Cancel	Cancels current RTVS record
	Modify RTVS	Allows the editing of an existing RTVS record, when selected from the grid
	Print RTVS	Sends a report for printing to the Console. Fusion Incident Console must be running , but not necessarily logged on, and must have a default printer in operation.

4.8.2 Create a new RTVS record

Step	Function	Notes
1.	Create new RTVS record from the Incident Search tab.	This must be done from the Incident Search tab, refer to section 3.5.2.
2.	Complete Requestee fields for: 1. Full Name 2. Organisation 3. Ref ID 4. Email (optional) 5. Telephone (optional)	The Ref ID would typically be the collar number of a police officer, or a staff number.
3.	Complete the optional fields as required: 1. Details 2. Outcome Evidence Seize 1 Seized (true/false) 2 Datim (the date & time the evidence is taken) 3 Notes (free text) 4 Evidence Bag (free text) 5 DVD Identifier (free text) 6 Operator (auto set)	If the Seized checkbox is checked, the current date is selected in the Date box, this can be edited as required. If the Seized checkbox is unchecked, the current date is removed as it will no longer apply. Fusion Incident Console can also be used to generate new RTVS records and , with more features, can be used to set details for who viewed the media and also details on multiple media used. Fusion Incident Workstation may be used to create the simplified RTVS records and Console used to add further optional details, typically taking place in a review suite.
4.	Save the new RTVS record	If the operator misses a mandatory item the save operation will be cancelled and the missing field will be highlighted.

4.8.3 Modify an existing RTVS record

Step	Function	Notes
1.	Select an RTVS record from the grid	Anyone can edit RTVS records.
2.	Click the “Modify RTVS” button in the toolbar.	
3.	Edit fields as necessary	
4.	Save the RTVS record	

4.8.4 View Previous RTVS records

Step	Function	Notes
1.	Use the “Search” button	The individual filter settings are combined together, in other words each filter setting (if set) has to be true if a record is to be returned. If a large number of records matches the filter or no filter, then the number of records returned is limited to a maximum value, eg Top 250. This top value is set in the Console.

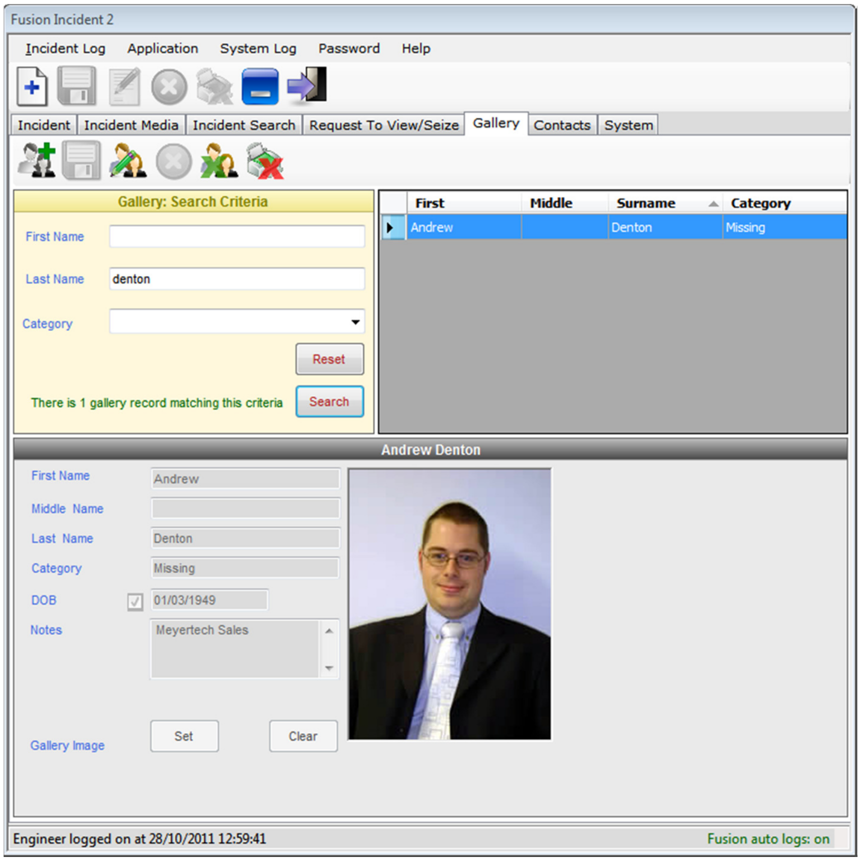
4.8.5 Search RTVS Records

Step	Function	Notes
1.	Setup filter as required for: • RTVS Request Start Date* • RTVS Request End Date* • Full Name (text) • Organisation (text) • Ref ID (text) • Incident ID (numeric) • Seized (True/false) * Select the Date type which can be either the RTVS Request or Incident Datim	The individual filter settings are combined together, in other words each filter setting (if set) has to be true if a record is to be returned. If a large number of records matches the filter, then the number of records returned is limited to a maximum value, eg Top 250. This top value is set in the Console.
2.	With the desired filter set click on the Search button to retrieve the records.	The resultant records will populate the grid below the search settings. Due to limitations of space, only a selection of columns is shown in the grid. The grid can be resized if required, but this will be reset on the next search.
3.	Select the row of interest to update the Details section below.	With a row selected, the user can use the keyboard up/down arrow keys to sequence throw rows.
4.	The user may edit a record using the “Modify RTVS” button in the RTVS toolbar	

4.8.6 RTVS Data Description

#	Field	Description	Notes	Mandatory
1	RTVS ID No.	Unique reference	Auto filled in, not editable	-
2	Incident ID	Unique Incident reference	Auto filled in, not editable	-
3	Request Datim	The date and time that the RTVS is generated	Auto filled in, not editable	-
4	Requestee: Full name	Full name of the person requesting the service		Yes
5	Requestee: Organisation	Name of person’s organisation		Yes
6	Requestee: Ref ID	The Ref ID would typically be the collar number of a police officer, or a staff number.		Yes
7	Requestee: Email	Email address		No
8	Requestee: Telephone	Office or mobile phone number		No
9	Details	Any relevant details regarding the viewing and/or seize of media		No
10	Outcome	The outcome of the viewing and/or seize of media		No
11	Evidence Seized:	Checked if seized		-
12	Evidence Seize: Date	Set the date of when the media is seized/taken away		No
13	Evidence Seize: Notes	Any relevant notes		No
14	Evidence Bag	Any text reference		No
15	DVD Identifier	Any text reference		No
16	Operator	Will be auto set		-

4.9 Gallery Tab


Fusion Incident 2
Incident Log
Application
System Log
Password
Help
Incident
Incident Media
Incident Search
Request To View/Seize
Gallery
Contacts
System
Gallery: Search Criteria
Reset
Search
Set
Clear
Gallery Image

First Name

Last Name: denton

Category

There is 1 gallery record matching this criteria

First	Middle	Surname	Category
Andrew		Denton	Missing

Andrew Denton

First Name: Andrew

Middle Name:

Last Name: Denton

Category: Missing

DOB: ☑ 01/03/1949

Notes: Meyertech Sales

Engineer logged on at 28/10/2011 12:59:41

Fusion auto logs: on

Workstation Gallery Tab.

4.9.1 Overview of Gallery Tab

This tab is used to store and organise snap shot images of anyone of interest, e.g. members of the public who are missing, wanted, a nuisance etc.

Images can be in the following file types:

- .bmp
- .jpg
- .gif
- .png

Gallery Toolbar

Button	Function	Description
✚	New Gallery member	Creates new Gallery member
💾	Save Gallery member	Saves new Gallery member
⊗	Cancel	Cancels current Gallery member
✎	Modify Gallery member	Allows the editing of an existing Gallery member, when selected from the grid
✗	Delete Gallery member	Only available if logged on as Manager level or higher.
🖨	Print Gallery member	Sends a report for printing to the Console. Fusion Incident Console must be running , but not necessarily logged on, and must have a default printer in operation.

4.9.2 Create a new Gallery record

Step	Function	Notes
1.	Create new Gallery record from the Gallery toolbar “New” button	When in the process of creating new record navigation to the other tabs is prevented except for the System tab.
2.	Complete mandatory fields for: 1. First Name 2. Last Name 3. Category *	* The user can add new items to these lists from this form For all fields with drop-down selections the operator can either select from the list or start typing and the auto-complete function will show matching items from the list.
3.	Complete the optional fields as required.	
4.	Gallery Image: This can be added by using the “Set” button to browse to any jpeg image on the network. If the Gallery image is right mouse clicked a menu allows the linking and opening in Windows Picture Viewer.	All saved Gallery images are stored in the central Gallery store as set by the Console. Windows Picture Viewer can be used to print just the image and/or use editing with Windows Paint.
5.	Save the new Gallery record	If the operator misses a mandatory item the save operation will be cancelled and the missing field will be highlighted.

4.9.3 Modify an existing Gallery record

Step	Function	Notes
1.	Select a Gallery record from the grid	Anyone can edit Gallery records.
2.	Click the “Modify Gallery” button in the toolbar.	
3.	Edit fields as required.	
4.	Save the Gallery record.	

4.9.4 View Previous Gallery records

Step	Function	Notes
1.	Use the "Search" button	The individual filter settings are combined together, in other words each filter setting (if set) has to be true if a record is to be returned. If a large number of records matches the filter or no filter, then the number of records returned is limited to a maximum value, eg Top 250. This top value is set in the Console.

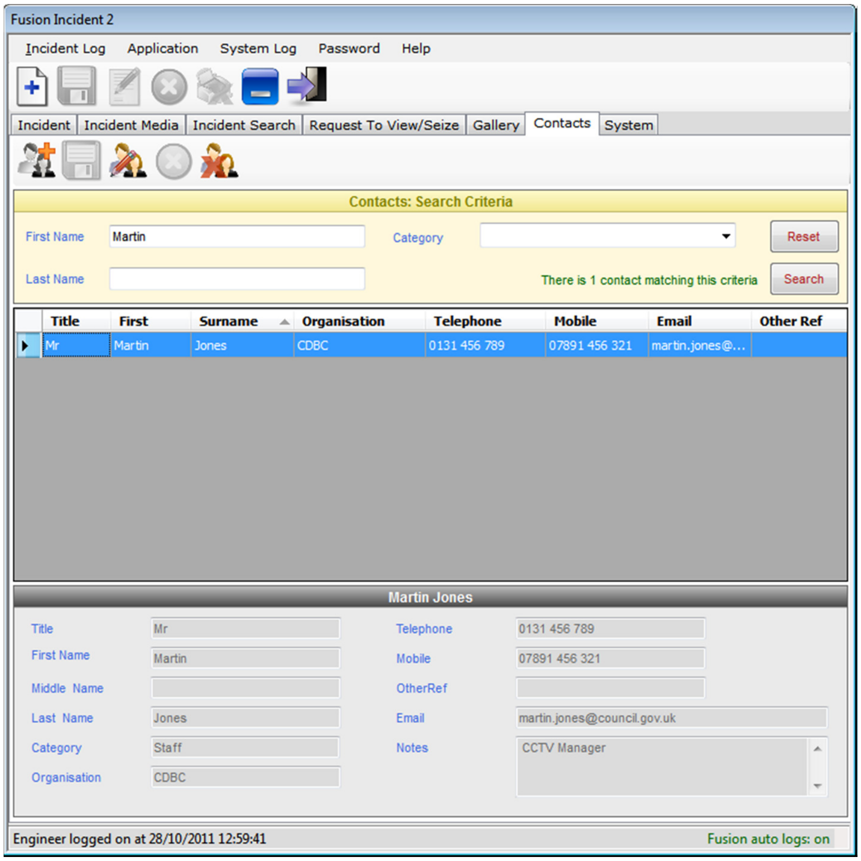
4.9.5 Search GALLERY Records

Step	Function	Notes
1.	Setup filter as required for: • First Name (text) • Last Name (text) • Category (selection list)	The individual filter settings are combined together, in other words each filter setting (if set) has to be true if a record is to be returned. If a large number of records matches the filter or no filter, then the number of records returned is limited to a maximum value, eg Top 250. This top value is set in the Console.
2.	With the desired filter set click on the Search button to retrieve the records.	The resultant records will populate the grid below the search settings. Due to limitations of space, only a selection of columns is shown in the grid. The grid can be resized if required, but this will be reset on the next search.
3.	Select the row of interest to update the Details section below.	With a row selected, the user can use the keyboard up/down arrow keys to sequence throw rows.
4.	The user may edit a record using the "Modify Gallery " button in the Gallery toolbar	

4.9.6 Gallery Data Description

#	Field	Description	Notes	Mandatory
1.	First Name	First name of the Gallery member		Yes
2.	Middle Name	Middle name of the Gallery member		
3.	Last Name	Last name of the Gallery member		Yes
4.	Category	Category that the Gallery member belongs to.	Predefined list, initially set by Console. New Categories can be added at the Workstation.	Yes
5.	DOB	Date Of Birth		
6.	Notes	Any relevant notes		
7.	Gallery Image	This is the path to the image	The actual image is stored in a central Gallery folder as set by the Console.	

4.10 Contacts Tab


Fusion Incident 2
Incident Log
Application
System Log
Password
Help
Incident
Incident Media
Incident Search
Request To View/Seize
Gallery
Contacts
System
Reset
Search

Contacts: Search Criteria

First Name: Martin

Last Name:

Category:

There is 1 contact matching this criteria

Title	First	Surname	Organisation	Telephone	Mobile	Email	Other Ref
Mr	Martin	Jones	CDBC	0131 456 789	07891 456 321	martin.jones@...	

Martin Jones

Title: Mr

First Name: Martin

Middle Name:

Last Name: Jones

Category: Staff

Organisation: CDBC

Telephone: 0131 456 789

Mobile: 07891 456 321

OtherRef:

Email: martin.jones@council.gov.uk

Notes: CCTV Manager

Engineer logged on at 28/10/2011 12:59:41

Fusion auto logs: on

Workstation Contacts Tab.

4.10.1 Overview of Contacts Tab

This tab is used to store and organise useful contacts.

4.10.2 Contacts Toolbar

Button	Function	Description
	New Contact member	Creates new Contact member
	Save Contact member	Saves new Contact member
	Cancel	Cancels current Contact member
	Modify Contact member	Allows the editing of an existing Contact member, when selected from the grid
	Delete Contact member	Only available if logged on as Manager level or higher.

4.10.3 Create a new Contact record

Step	Function	Notes
1.	Create new Contact record from the Contact toolbar "New" button	When in the process of creating new record navigation to the other tabs is prevented except for the System tab.

2.	Complete mandatory fields for: 1. First Name 2. Last Name 3. Category *	* The user can add new items to these lists from this form For all fields with drop-down selections the operator can either select from the list or start typing and the auto-complete function will show matching items from the list.
3.	Complete the optional fields as required.	
4.	Save the new Contact record	If the operator misses a mandatory item the save operation will be cancelled and the missing field will be highlighted.

4.10.4 Modify an existing Contact record

Step	Function	Notes
1.	Select a Contact record from the grid	Anyone can edit Contact records.
2.	Click the “Modify Contact” button in the toolbar.	
3.	Edit fields as required.	
4.	Save the Contact record.	

4.10.5 View Previous Contact records

Step	Function	Notes
1.	Use the “Search” button	The individual filter settings are combined together, in other words each filter setting (if set) has to be true if a record is to be returned. If a large number of records matches the filter or no filter, then the number of records returned is limited to a maximum value, eg Top 250. This top value is set in the Console.

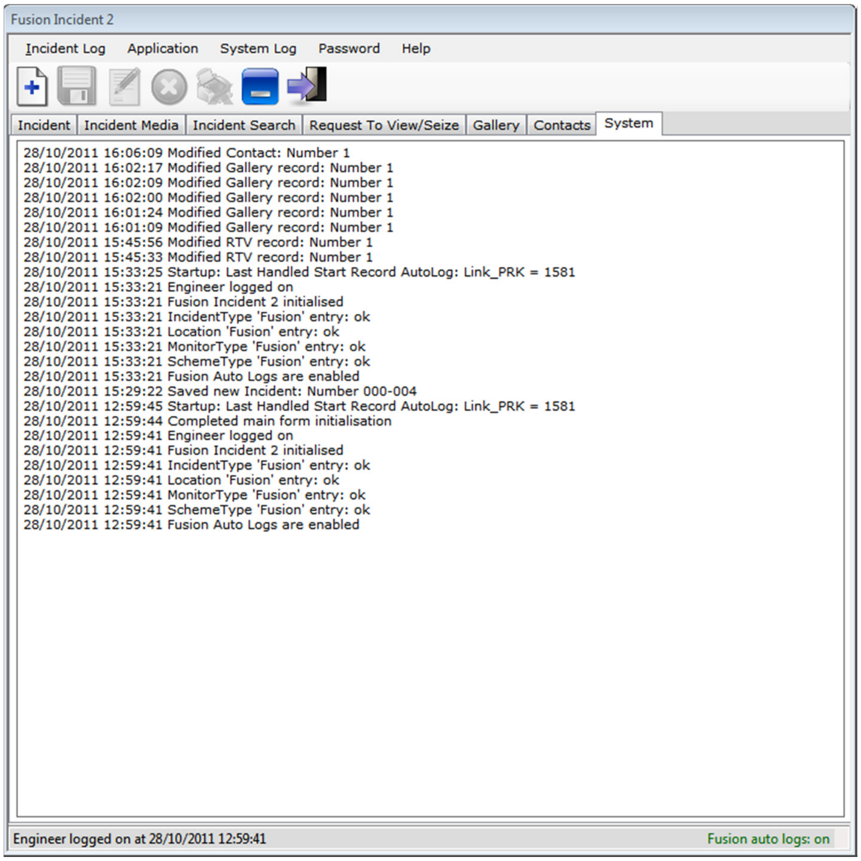
4.10.6 Search Contact Records

Step	Function	Notes
1.	Setup filter as required for: • First Name (text) • Last Name (text) • Category (selection list)	The individual filter settings are combined together, in other words each filter setting (if set) has to be true if a record is to be returned. If a large number of records matches the filter or no filter, then the number of records returned is limited to a maximum value, eg Top 250. This top value is set in the Console.
2.	With the desired filter set click on the Search button to retrieve the records.	The resultant records will populate the grid below the search settings. Due to limitations of space, only a selection of columns is shown in the grid. The grid can be resized if required, but this will be reset on the next search.
3.	Select the row of interest to update the Details section below.	With a row selected, the user can use the keyboard up/down arrow keys to sequence throw rows.
4.	The user may edit a record using the “Modify Contact ” button in the Contact toolbar	

4.10.7 Contact Data Description

#	Field	Description	Notes	Mandatory
1.	Title	Title of the Contact member		
2.	First Name	First name of the Contact member		Yes
3.	Middle Name	Middle name of the Contact member		
4.	Last Name	Last name of the Contact member		Yes
5.	Category	Category that the Contact member belongs to.	Predefined list, initially set by Console. New Categories can be added at the Workstation.	Yes
6.	Organisation	Organisation of the Contact member	Eg Company name, Council, Police Force	
7.	Telephone	Telephone number of the Contact member	This is text field	
8.	Mobile	Mobile number of the Contact member	This is text field	
9.	Email	Email address of the Contact member		
10.	Other Ref	Any relevant data of the Contact member		
11.	Notes	Any relevant notes of the Contact member		

4.11 System Tab



```
28/10/2011 16:06:09 Modified Contact: Number 1
28/10/2011 16:02:17 Modified Gallery record: Number 1
28/10/2011 16:02:09 Modified Gallery record: Number 1
28/10/2011 16:02:00 Modified Gallery record: Number 1
28/10/2011 16:01:24 Modified Gallery record: Number 1
28/10/2011 16:01:09 Modified Gallery record: Number 1
28/10/2011 15:45:56 Modified RTV record: Number 1
28/10/2011 15:45:33 Modified RTV record: Number 1
28/10/2011 15:33:25 Startup: Last Handled Start Record AutoLog: Link_PRK = 1581
28/10/2011 15:33:21 Engineer logged on
28/10/2011 15:33:21 Fusion Incident 2 initialised
28/10/2011 15:33:21 IncidentType 'Fusion' entry: ok
28/10/2011 15:33:21 Location 'Fusion' entry: ok
28/10/2011 15:33:21 MonitorType 'Fusion' entry: ok
28/10/2011 15:33:21 SchemeType 'Fusion' entry: ok
28/10/2011 15:33:21 Fusion Auto Logs are enabled
28/10/2011 15:29:22 Saved new Incident: Number 000-004
28/10/2011 12:59:45 Startup: Last Handled Start Record AutoLog: Link_PRK = 1581
28/10/2011 12:59:44 Completed main form initialisation
28/10/2011 12:59:41 Engineer logged on
28/10/2011 12:59:41 Fusion Incident 2 initialised
28/10/2011 12:59:41 IncidentType 'Fusion' entry: ok
28/10/2011 12:59:41 Location 'Fusion' entry: ok
28/10/2011 12:59:41 MonitorType 'Fusion' entry: ok
28/10/2011 12:59:41 SchemeType 'Fusion' entry: ok
28/10/2011 12:59:41 Fusion Auto Logs are enabled
```

Engineer logged on at 28/10/2011 12:59:41

Fusion auto logs: on

Workstation System Tab.

4.11.1 Overview of System Tab

This tab is for information only and usually is not of much interest for the normal user, unless there are problems.

If this is the case then useful information may be contained in this log and it can be accessed by viewing the saved text file for the current week, or for previous log files opening the logs folder.

Menu	Function
System Log > View Live	Shows this tab
System Log > View This Week	Shows text log for this week using Notepad
System Log > Goto Archive	Shows Windows folder used to save the log files.

5 Console Operation

5.1 General

The Fusion Incident Console application is used to centrally manage and report on the incident logs created by the Workstations.

It includes tables that can be browsed, comprehensive filters to search for data and automatic standard graphs for various data types.

The Console connects to two databases:

1. The main Incident database
2. The Auxiliary database

Backups: Check that the backups are being saved correctly: Refer to section on SQL Server backups.

The Console functions are as follows, and are made available to those logged on with sufficient access rights.

5.1.1 Table showing the functions organized by tab

Tab	Name	Function	
1	Logs Table	Incident logs shown in summary in a tabular format. Browse incidents; double click for editing (not user level), details and printing. Data included is dependant on the toolbar filter, as confirmed in the Fusion Incident title bar.	
2	Logs Browse	Incident logs shown in full one at a time. Browse incidents in detail with immediate availability of editing and printing. If the licence permits use of these functions this form provides access to RTVS and Evaluation records. Data included is dependant on the toolbar filter, as confirmed in the Fusion Incident title bar.	
3	Incident Search	This is an independent comprehensive filter and used for the Filtered table and for the graphs. Data included is NOT dependent on toolbar filter. Use any combination of criteria to search for groups of incidents Note: a) Search category criteria are combined (AND) b) Outcomes checkboxes are true/false/not used c) Time settings can either be simply appended to dates or used every day (between dates or all dates). Data can exported from the filter results for the cross reference of police and crime report numbers.	
4	Charts	Produces Charts: 1 Incident count vs. Area 2 Incident count vs. Incident Type 3 Incident count vs. Location 4 Incident count vs. Source Data included is dependent on filter setting in the Search tab, if the “Apply Search Tab Filter” check box is checked.	
5	Auxiliary	If the licence permits use of these functions, this tab will be displayed. Used to: 1 Perform Camera Checks 2 View / Edit / Print/ Delete Auxiliary Data a. Gallery records b. Contact records New records are created using the Fusion Incident Workstation. Gallery images are only editable using the Fusion Incident Workstation.	
6	Workstations	Used to reset a logged-on user, by un-ticking the checkbox. This is used when a remote Workstation PC / software has had a problem and the system shows an operator logged on when in fact they are not.	
7	Admin - Users	Administration of user accounts. See Console Setup section	
8	Admin - Tables	Administration of editable list tables. See Console Setup section	
9	Admin – Sys1	General settings Setup of Secondary Console	Manual data delete Console properties
		See Console Setup section	
10	Admin – Sys2	Internal audit Import external reports	Delete Hidden Logs Data Check & Fix SQL Servers
		See Console Setup section	
11	Admin – Aux	Set Gallery Folder location	Force Mandatory data for Console RTVS

Tab	Name	Function	
12	Admin – Local	Report Printing	Colours
		Workstation Reports.	
		See Console Setup section	

5.1.2 Access Rights

There are 5 user access levels available for use:

Level	Description
User	For most restricted use
Supervisor	Includes some privileges
Manager	For the system manager
Engineer	For the installation engineer

5.1.3 Table showing tabs and user access rights

Tab Name	Access Rights
Logs Table	Everyone (All users can modify data)
Logs Browse	Everyone
Incident Search	Everyone
Charts	Everyone
Auxiliary	Everyone
Workstations	Everyone
Admin - Users	Manager +
Admin - Tables	Manager +
Admin – Sys 1	Manager +
Admin – Sys 2	Manager +
Admin – Aux	Manager +
Admin-Local	Everyone

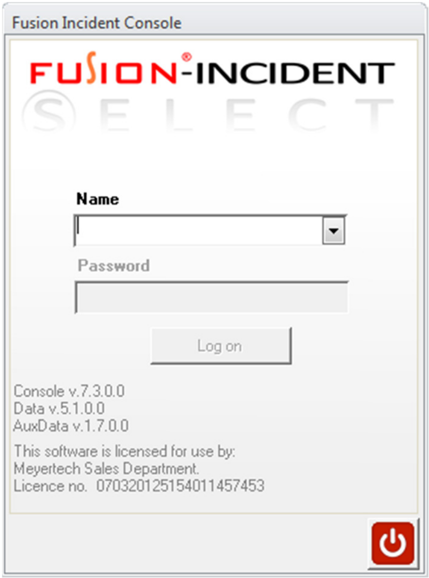
5.1.4 Table showing the functions and user access rights

#	Function	Access Rights
1	Delete Incident Logs by age	Manager +
2	Complete deletion of data	Engineer +
3	Setup factory default data	Engineer +
4	‘Hide’ Incident Logs	Manager +
5	Delete ‘Hidden’ logs	Manager +
6	Delete RTVS records	Manager +
7	Delete Gallery records	Manager +
8	Delete Contact records	Manager +

5.2 Logging On

Each operator must logon to the system to be able to use the Console. The System manager will allocate each user to a user-level to control what functions are available.

Operators at User or Supervisor level can set their password from the Workstations. Operators at Manager level and upwards can set their password in the Admin-Users tab.


Fusion Incident Console
FUSION-INCIDENT
SELECT
Name
Password
Log on

Console v.7.3.0.0
Data v.5.1.0.0
AuxData v.1.7.0.0
This software is licensed for use by:
Meyertech Sales Department.
Licence no. 070320125154011457453

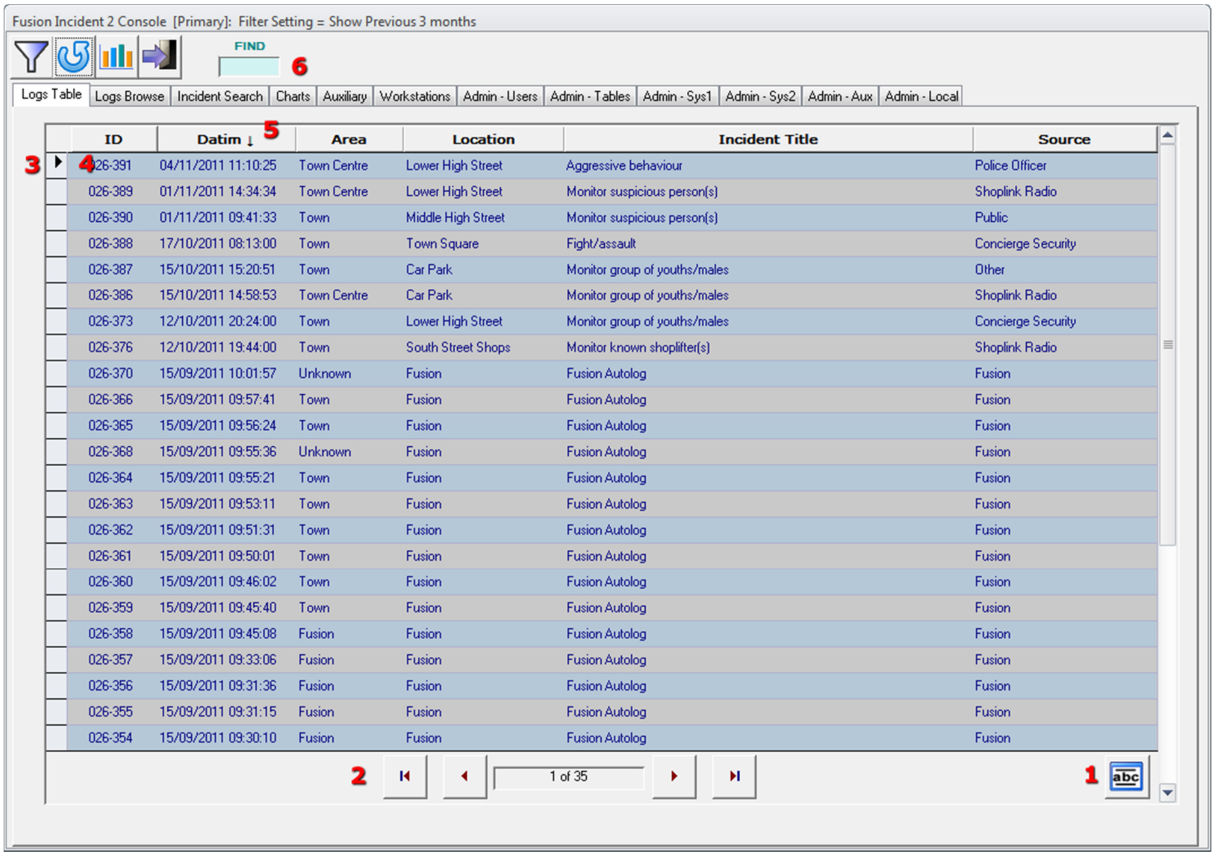
Logging on to Console

5.3 Operation

5.3.1 Toolbar

Button	Description
⏷	Set Filter Logs: Opens Filter Setting for current list of logs in the ‘Logs Table’ and ‘Logs Browse’ tabs. Only available with either the ‘Logs Table’ or ‘Logs Browse’ tab selected.
↻	Refresh Logs Data: Refreshes Displayed Data. Only available with either the ‘Logs Table’ or ‘Logs Browse’ tab selected.
📊	Open Reports Manager. Only available with either the ‘Incident Search’ or ‘Charts’ tab selected.
FI	About Fusion Incident Console: Shows application and licence details
➔	Log off Fusion Incident Console :User Logoff

5.3.2 “Logs Table” Tab



Fusion Incident 2 Console [Primary]: Filter Setting = Show Previous 3 months

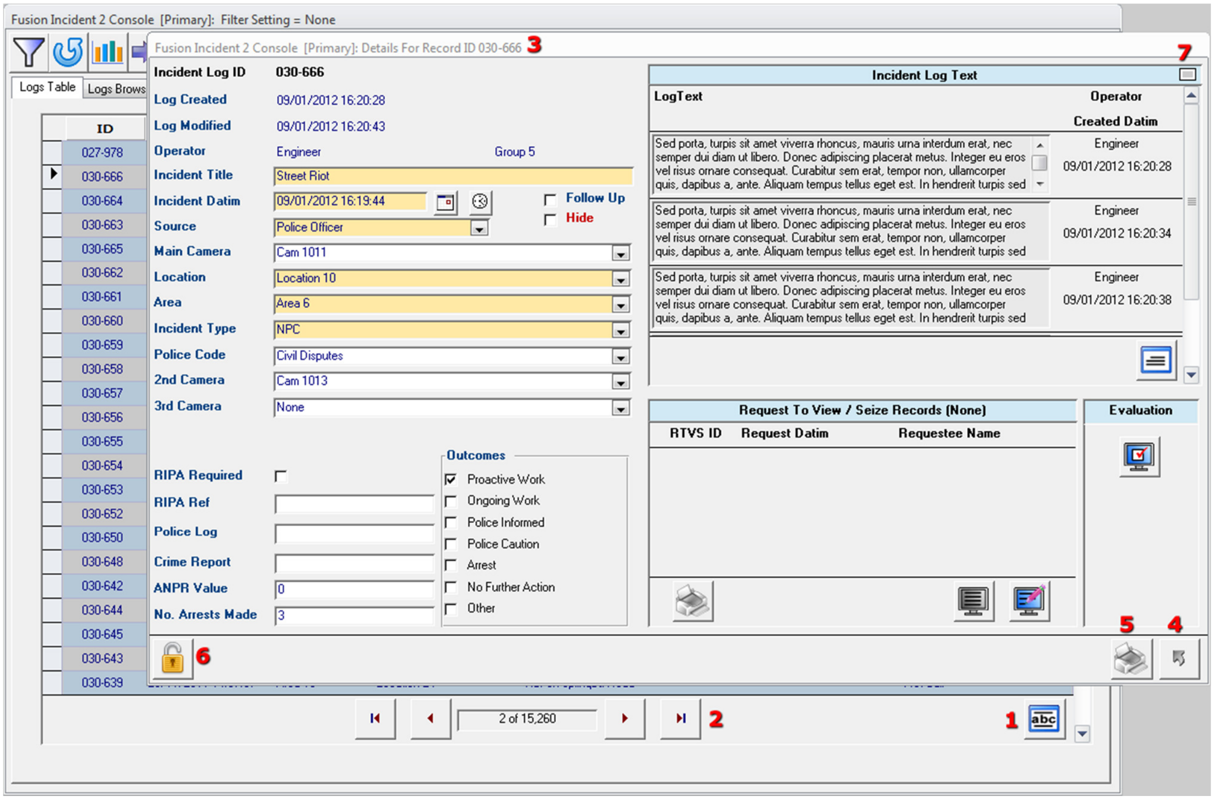
ID	Datim ↓	Area	Location	Incident Title	Source
026-391	04/11/2011 11:10:25	Town Centre	Lower High Street	Aggressive behaviour	Police Officer
026-389	01/11/2011 14:34:34	Town Centre	Lower High Street	Monitor suspicious person(s)	Shoplink Radio
026-390	01/11/2011 09:41:33	Town	Middle High Street	Monitor suspicious person(s)	Public
026-388	17/10/2011 08:13:00	Town	Town Square	Fight/assault	Concierge Security
026-387	15/10/2011 15:20:51	Town	Car Park	Monitor group of youths/males	Other
026-386	15/10/2011 14:58:53	Town Centre	Car Park	Monitor group of youths/males	Shoplink Radio
026-373	12/10/2011 20:24:00	Town	Lower High Street	Monitor group of youths/males	Concierge Security
026-376	12/10/2011 19:44:00	Town	South Street Shops	Monitor known shoplifter(s)	Shoplink Radio
026-370	15/09/2011 10:01:57	Unknown	Fusion	Fusion Autolog	Fusion
026-366	15/09/2011 09:57:41	Town	Fusion	Fusion Autolog	Fusion
026-365	15/09/2011 09:56:24	Town	Fusion	Fusion Autolog	Fusion
026-368	15/09/2011 09:55:36	Unknown	Fusion	Fusion Autolog	Fusion
026-364	15/09/2011 09:55:21	Town	Fusion	Fusion Autolog	Fusion
026-363	15/09/2011 09:53:11	Town	Fusion	Fusion Autolog	Fusion
026-362	15/09/2011 09:51:31	Town	Fusion	Fusion Autolog	Fusion
026-361	15/09/2011 09:50:01	Town	Fusion	Fusion Autolog	Fusion
026-360	15/09/2011 09:46:02	Town	Fusion	Fusion Autolog	Fusion
026-359	15/09/2011 09:45:40	Town	Fusion	Fusion Autolog	Fusion
026-358	15/09/2011 09:45:08	Fusion	Fusion	Fusion Autolog	Fusion
026-357	15/09/2011 09:33:06	Fusion	Fusion	Fusion Autolog	Fusion
026-356	15/09/2011 09:31:36	Fusion	Fusion	Fusion Autolog	Fusion
026-355	15/09/2011 09:31:15	Fusion	Fusion	Fusion Autolog	Fusion
026-354	15/09/2011 09:30:10	Fusion	Fusion	Fusion Autolog	Fusion

1 of 35

Summary:
This tab displays a table of Incident Logs where the filter is preset to show a controlled number of recent logs (this is limit is set by Limit Rows section on the Admin – Sys1 tab). Use the Filter Toolbar button to change the filter setting for this table (and the Logs Browse tab).

Ref	Name	Description / Function
1	Details button	Show popup form with details
2	Navigation buttons	1st record ;previous record; record count; next record ;last record
3	Record selector	Used to select a record
4	Record	Double click to show popup form with details (same as details button)
5	Field Header button	Click to sort on this field; ascending or descending.
6	FIND	Simply enter the Log ID value and press enter to show the Log. If there is no match check the ID value being used and/or widen the filter using the Filter Toolbar button. This feature synchronizes the current record for this table and the Logs Browse tab.

5.3.3 “Logs Table” Tab with “Details Popup”


Fusion Incident 2 Console [Primary]: Filter Setting = None

Fusion Incident 2 Console [Primary]: Details For Record ID 030-666

Incident Log ID	030-666
Log Created	09/01/2012 16:20:28
Log Modified	09/01/2012 16:20:43
Operator	Engineer Group 5
Incident Title	Street Riot
Incident Datim	09/01/2012 16:19:44
Source	Police Officer
Main Camera	Cam 1011
Location	Location 10
Area	Area 6
Incident Type	NPC
Police Code	Civil Disputes
2nd Camera	Cam 1013
3rd Camera	None
RIPA Required	☐
RIPA Ref	
Police Log	
Crime Report	
ANPR Value	0
No. Arrests Made	3

☐ Follow Up
☐ Hide

Outcomes
☑ Proactive Work
☐ Ongoing Work
☐ Police Informed
☐ Police Caution
☐ Arrest
☐ No Further Action
☐ Other

Incident Log Text

LogText	Operator Created Datim
Sed porta, turpis sit amet viverra rhoncus, mauris urna interdum erat, nec semper dui diam ut libero. Donec adipiscing placerat metus. Integer eu eros vel risus ornare consequat. Curabitur sem erat, tempor non, ullamcorper quis, dapibus a, ante. Aliquam tempus tellus eget est. In hendrerit turpis sed	Engineer 09/01/2012 16:20:28
Sed porta, turpis sit amet viverra rhoncus, mauris urna interdum erat, nec semper dui diam ut libero. Donec adipiscing placerat metus. Integer eu eros vel risus ornare consequat. Curabitur sem erat, tempor non, ullamcorper quis, dapibus a, ante. Aliquam tempus tellus eget est. In hendrerit turpis sed	Engineer 09/01/2012 16:20:34
Sed porta, turpis sit amet viverra rhoncus, mauris urna interdum erat, nec semper dui diam ut libero. Donec adipiscing placerat metus. Integer eu eros vel risus ornare consequat. Curabitur sem erat, tempor non, ullamcorper quis, dapibus a, ante. Aliquam tempus tellus eget est. In hendrerit turpis sed	Engineer 09/01/2012 16:20:38

Request To View / Seize Records (None)

RTVS ID	Request Datim	Requestee Name

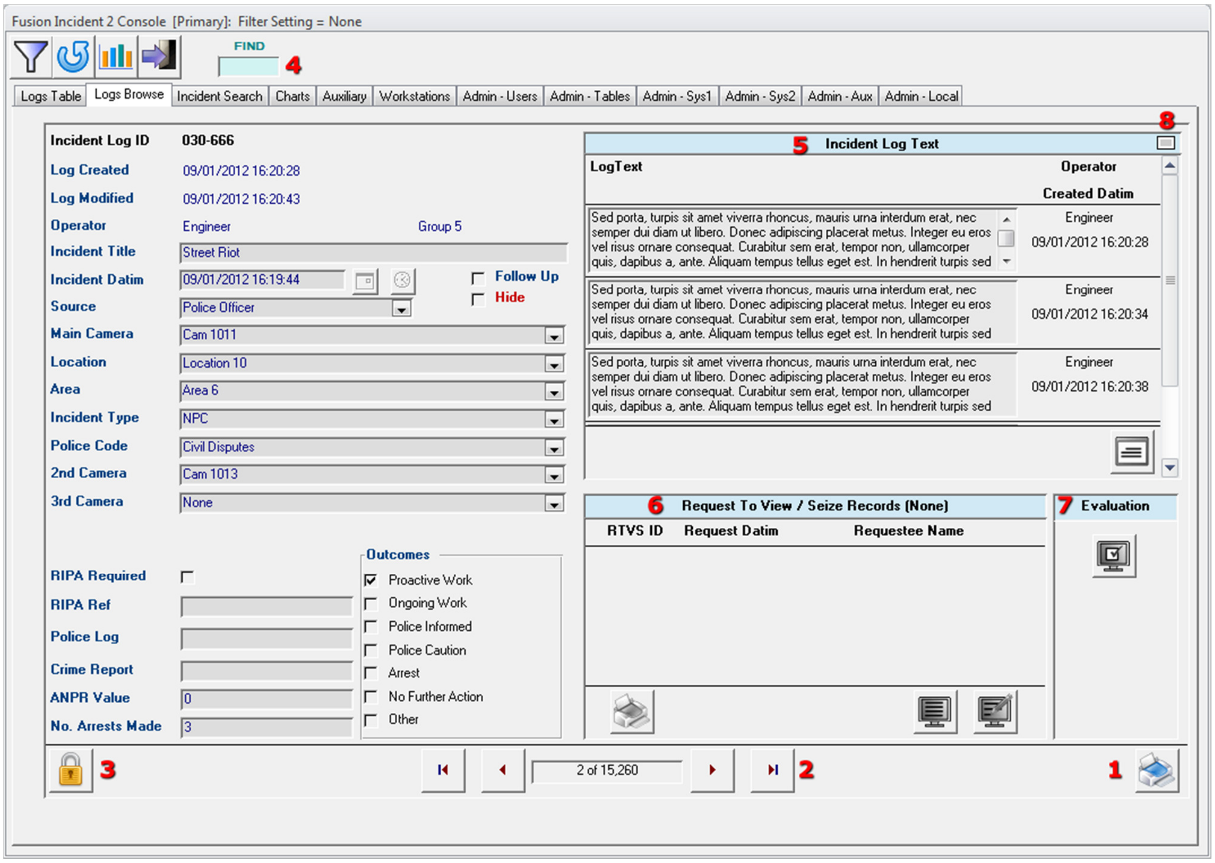
Summary:

The details of an Incident Log can be displayed in a popup form by double clicking a record’s row or clicking the Details button. The popup form is designed to ‘float’ on top whilst allowing access the table and the navigation set of buttons.

#	Name	Description / Function
1	Details button	Show popup form with details.
2	Navigation buttons	1st record; previous record; record count; next record; last record. Position the Details Popup form to gain access to these buttons.
3	Popup details	These details are editable. The title bar confirms the Log ID value.
4	Close Popup form	Closes Popup form.
5	Print Record	Prints Record.
6	Lock / Unlock	Unlock the record to edit it.
7	Maximise Log Text	The Log Text area can be maximised / set to standard by this toggle button. When maximised, the RTVS and Evaluation areas are hidden. This feature only applies when Auxiliary functions are enabled.

Refer to the “Incident Log Browse” Tab for full details on functionality.

5.3.4 “Logs Browse” Tab



Incident Log ID: 030-666
Log Created: 09/01/2012 16:20:28
Log Modified: 09/01/2012 16:20:43
Operator: Engineer Group 5
Incident Title: Street Riot
Incident Datim: 09/01/2012 16:19:44
☐ Follow Up
☐ Hide
Source: Police Officer
Main Camera: Cam 1011
Location: Location 10
Area: Area 6
Incident Type: NPC
Police Code: Civil Disputes
2nd Camera: Cam 1013
3rd Camera: None
RIPA Required ☐
RIPA Ref
Police Log
Crime Report
ANPR Value: 0
No. Arrests Made: 3

Outcomes
☑ Proactive Work
☐ Ongoing Work
☐ Police Informed
☐ Police Caution
☐ Arrest
☐ No Further Action
☐ Other

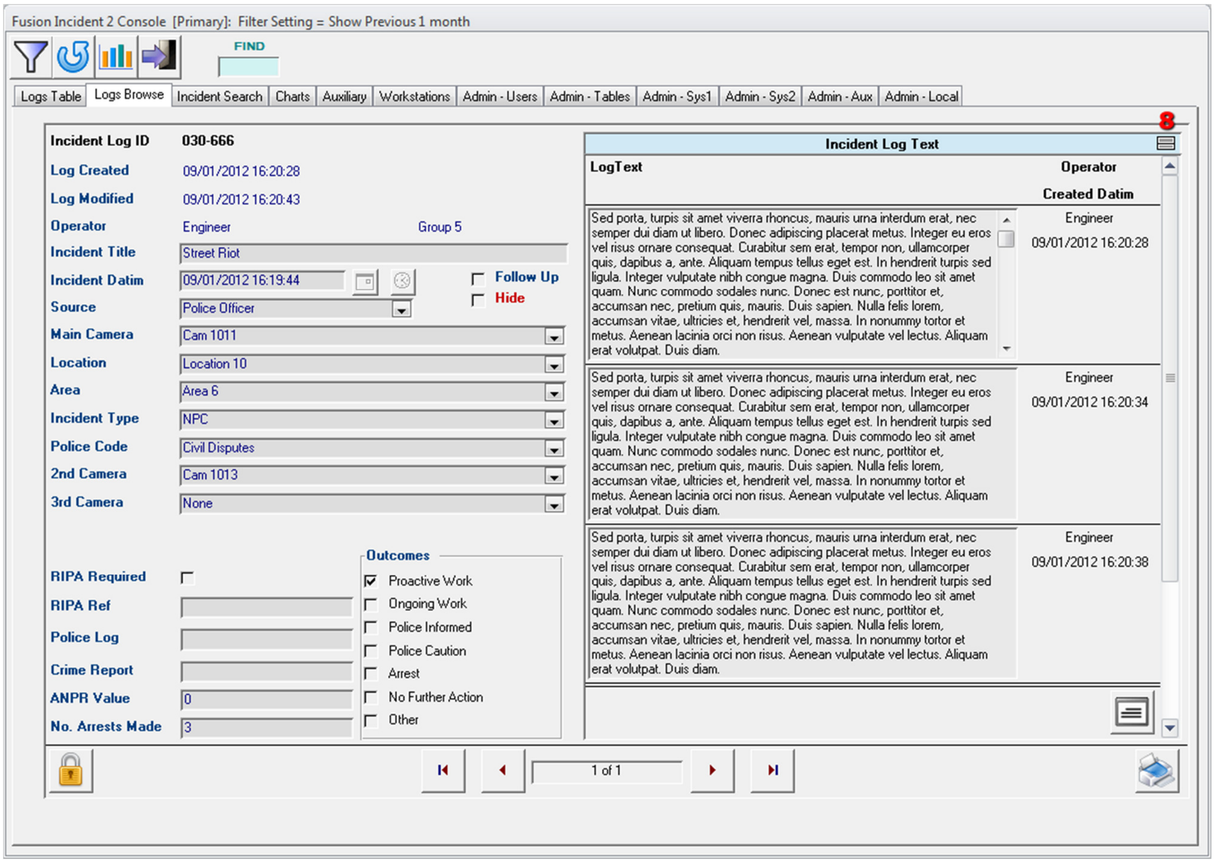
LogText	Operator Created Datim
Sed porta, turpis sit amet viverra rhoncus, mauris urna interdum erat, nec semper dui diam ut libero. Donec adipiscing placerat metus. Integer eu eros vel risus ornare consequat. Curabitur sem erat, tempor non, ullamcorper quis, dapibus a, ante. Aliquam tempus tellus eget est. In hendrerit turpis sed	Engineer 09/01/2012 16:20:28
Sed porta, turpis sit amet viverra rhoncus, mauris urna interdum erat, nec semper dui diam ut libero. Donec adipiscing placerat metus. Integer eu eros vel risus ornare consequat. Curabitur sem erat, tempor non, ullamcorper quis, dapibus a, ante. Aliquam tempus tellus eget est. In hendrerit turpis sed	Engineer 09/01/2012 16:20:34
Sed porta, turpis sit amet viverra rhoncus, mauris urna interdum erat, nec semper dui diam ut libero. Donec adipiscing placerat metus. Integer eu eros vel risus ornare consequat. Curabitur sem erat, tempor non, ullamcorper quis, dapibus a, ante. Aliquam tempus tellus eget est. In hendrerit turpis sed	Engineer 09/01/2012 16:20:38

2 of 15,260

Summary:
This tab provides viewing of all the details of each Incident Log in sequence. The set of logs displayed is controlled by the same filter as used by the Logs Table tab, and is preset to show a controlled number of recent logs (this is limit is set by Limit Rows section on the Admin – Sys1 tab). Use the Filter Toolbar button to change the filter (also changes the Logs Table set of logs). Refer to section 1 of this manual for a description of the main data fields.

#	Name	Description / Function
1	Print record button	Prints the record
2	Navigation buttons	1st record ;previous record; record count; next record ;last record
3	Lock / Unlock	Unlock the record to edit it.
4	FIND	Simply enter the Log ID value and press enter to show the Log. If there is no match check the ID value being used and/or widen the filter using the Filter Toolbar button. This feature synchronizes the current record for this table and the Logs Browse tab.
5	Incident Log Text	New log text can be added to form a composite set of Incident Details. Once added this text cannot be edited or deleted.
6	Request To View / Seize (RTVS) Records	If configured to be active this section shows a list of all the RTVS records for the Incident, which can be printed. Use the Show button to view the RTVS details and the New button to create a new RTVS record.
7	Evaluation	If configured to be active this section shows whether an Evaluation exists for the Incident. Select the Create or Show button as available.
8	Maximise Log Text	The Log Text area can be maximised / set to standard by this toggle button. When maximised, the RTVS and Evaluation areas are hidden. See section below.

5.3.4.1 Incident Log Text Area Maximised



Incident Log ID	030-666
Log Created	09/01/2012 16:20:28
Log Modified	09/01/2012 16:20:43
Operator	Engineer Group 5
Incident Title	Street Riot
Incident Datim	09/01/2012 16:19:44
Source	Police Officer
Main Camera	Cam 1011
Location	Location 10
Area	Area 6
Incident Type	NPC
Police Code	Civil Disputes
2nd Camera	Cam 1013
3rd Camera	None
RIPA Required	☐
RIPA Ref	
Police Log	
Crime Report	
ANPR Value	0
No. Arrests Made	3

☐ Follow Up
☐ Hide

Outcomes
☑ Proactive Work
☐ Ongoing Work
☐ Police Informed
☐ Police Caution
☐ Arrest
☐ No Further Action
☐ Other

LogText	Operator Created Datim
Sed porta, turpis sit amet viverra rhoncus, mauris urna interdum erat, nec semper dui diam ut libero. Donec adipiscing placerat metus. Integer eu eros vel risus ornare consequat. Curabitur sem erat, tempor non, ullamcorper quis, dapibus a, ante. Aliquam tempus tellus eget est. In hendrerit turpis sed ligula. Integer vulputate nibh congue magna. Duis commodo leo sit amet quam. Nunc commodo sodales nunc. Donec et nunc, porttitor et, accumsan nec, pretium quis, mauris. Duis sapien. Nulla felis lorem, accumsan vitae, ultricies et, hendrerit vel, massa. In nonummy tortor et metus. Aenean lacinia orci non risus. Aenean vulputate vel lectus. Aliquam erat volutpat. Duis diam.	Engineer 09/01/2012 16:20:28
Sed porta, turpis sit amet viverra rhoncus, mauris urna interdum erat, nec semper dui diam ut libero. Donec adipiscing placerat metus. Integer eu eros vel risus ornare consequat. Curabitur sem erat, tempor non, ullamcorper quis, dapibus a, ante. Aliquam tempus tellus eget est. In hendrerit turpis sed ligula. Integer vulputate nibh congue magna. Duis commodo leo sit amet quam. Nunc commodo sodales nunc. Donec et nunc, porttitor et, accumsan nec, pretium quis, mauris. Duis sapien. Nulla felis lorem, accumsan vitae, ultricies et, hendrerit vel, massa. In nonummy tortor et metus. Aenean lacinia orci non risus. Aenean vulputate vel lectus. Aliquam erat volutpat. Duis diam.	Engineer 09/01/2012 16:20:34
Sed porta, turpis sit amet viverra rhoncus, mauris urna interdum erat, nec semper dui diam ut libero. Donec adipiscing placerat metus. Integer eu eros vel risus ornare consequat. Curabitur sem erat, tempor non, ullamcorper quis, dapibus a, ante. Aliquam tempus tellus eget est. In hendrerit turpis sed ligula. Integer vulputate nibh congue magna. Duis commodo leo sit amet quam. Nunc commodo sodales nunc. Donec et nunc, porttitor et, accumsan nec, pretium quis, mauris. Duis sapien. Nulla felis lorem, accumsan vitae, ultricies et, hendrerit vel, massa. In nonummy tortor et metus. Aenean lacinia orci non risus. Aenean vulputate vel lectus. Aliquam erat volutpat. Duis diam.	Engineer 09/01/2012 16:20:38

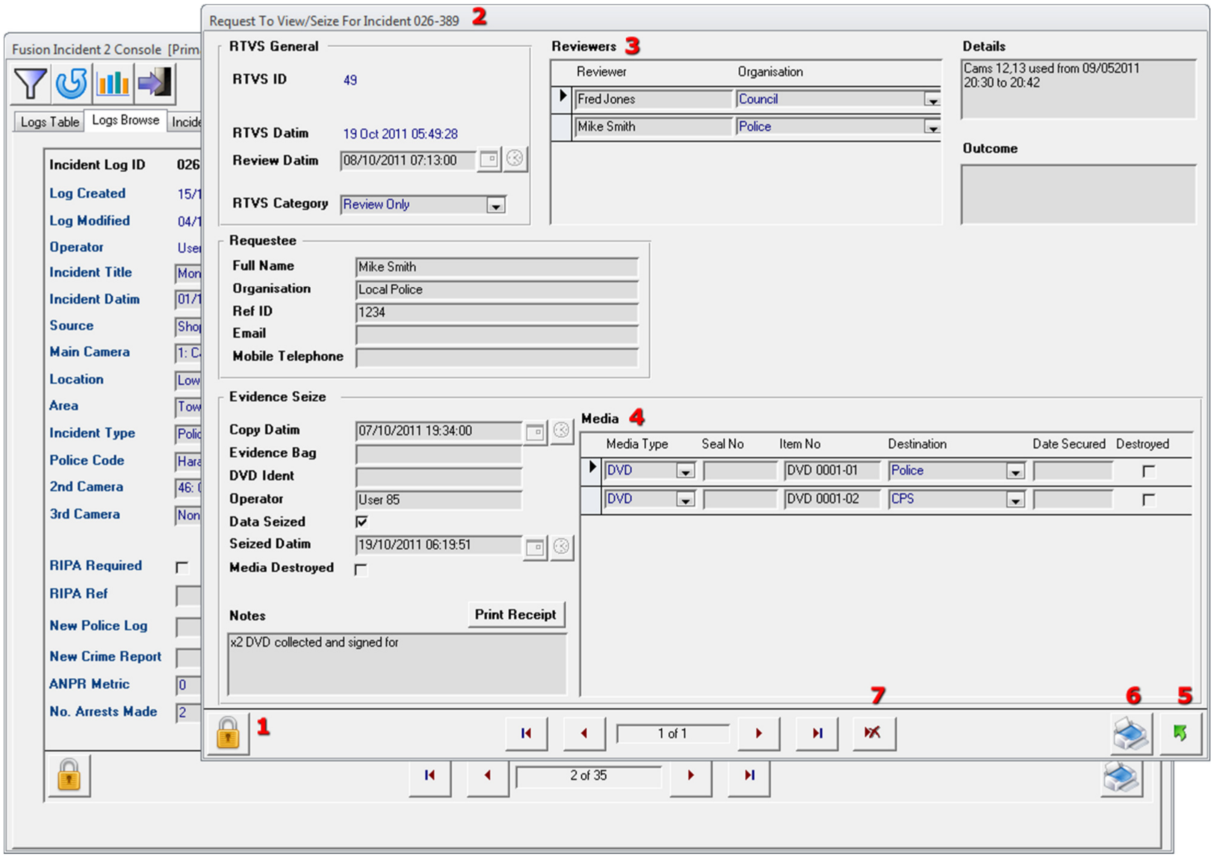
Summary:
To enable ease of reading detailed log texts, the Log text Area can be maximised at the expense of hiding the RTVS and Evaluation areas. . This feature only applies when Auxiliary functions are enabled.

#	Name	Description / Function
8	Maximise/ Set Standard Log Text	The Log Text area can be maximised / set to standard by this toggle button. When maximised, the RTVS and Evaluation areas are hidden. This feature only applies when Auxiliary functions are enabled.

5.3.4.2 Incident Log Fields in Detail

Field	Data	Add to List	Mandatory	Dynamic Name	Notes
Incident Log ID	Numeric	-	-	No	Unique reference: Non-editable :set by system
Log Created	Date & Time	-	-	No	Non-editable :set by system
Log Modified	Date & Time	-	-	No	Non-editable :set by system
Operator	Text	-	-	No	Non-editable :set by system unless over-ridden
Incident Title	Text	-	Yes	No	Used in tables
Incident Datim	Date & Time	-	Yes	No	The date & time the Incident took place.
Area	Text - List	No	Yes	No	Categorises the Incident
Source	Text - List	No	Yes	No	Categorises the Incident
Location	Text - List	Yes	Yes	No	List of locations – minimises typing
Incident Type	Text - List	Yes	Yes	No	Categorises the Incident
Police Code	Text - List	No	No	No	Categorises the Incident
Main Camera	Text - List	-	No	No	Select a camera from system list
2nd Camera	Text - List	-	No	No	Select a camera from system list
3rd Camera	Text - List	-	No	No	Select a camera from system list
RIPA required	Yes/No	-	No	Yes	Shown as 'CCTV Evidence'
RIPA Ref	Text	-	No	Yes	
Police Log	Text	-	No	Yes	
Crime Report	Text	-	No	Yes	
Log Metric	Numeric	-	No	Yes	Integers only
Outcomes x 7	Yes/No	-	Yes	Yes	Any combination of these 7 checkboxes can be used for each Incident. It is normal for at least one to be checked.
Follow Up	Yes/No	-	No	No	This is temporary data; i.e. it is used to flag up Incidents for special attention.
Hide	Yes/No	-	No	No	Any log with 'Hide' checked will no longer be displayed or be part of a search results set unless the search settings include the Hidden logs. Hidden logs can be deleted as a batch.
Incident Log Text	Text - Multiple	-	Yes	No	Free text, added in date/time/user stamped non-editable entries.
Linked ID	Numeric	-	No	No	Sets whether the Incident Log is a Primary (= own Incident Log ID)or Secondary (= Incident Log ID of the Primary) or, if blank it will be a stand-alone log.
Arrests Made	Numeric	-	No	No	Integers only

5.3.4.3 RTVS Records



Request To View/Seize For Incident 026-389

RTVS General

RTVS ID: 49

RTVS Datim: 19 Oct 2011 05:49:28

Review Datim: 08/10/2011 07:13:00

RTVS Category: Review Only

Reviewers

Reviewer	Organisation
Fred Jones	Council
Mike Smith	Police

Details

Cams 12,13 used from 09/052011 20:30 to 20:42

Outcome

Requestee

Full Name: Mike Smith

Organisation: Local Police

Ref ID: 1234

Email:

Mobile Telephone:

Evidence Seize

Copy Datim: 07/10/2011 19:34:00

Evidence Bag:

DVD Ident:

Operator: User 85

Data Seized: ☑

Seized Datim: 19/10/2011 06:19:51

Media Destroyed: ☐

Notes: x2 DVD collected and signed for

Media

Media Type	Seal No	Item No	Destination	Date Secured	Destroyed
DVD		DVD 0001-01	Police		☐
DVD		DVD 0001-02	CPS		☐

Fusion Incident 2 Console [Prim
Logs Table
Logs Browse
Incide
Incident Log ID
Log Created
Log Modified
Operator
Incident Title
Incident Datim
Source
Main Camera
Location
Area
Incident Type
Police Code
2nd Camera
3rd Camera
RIPA Required
RIPA Ref
New Police Log
New Crime Report
ANPR Metric
No. Arrests Made
Print Receipt
1 of 1
2 of 35
1
2
3
4
5
6
7

Summary:

This form is modal, meaning it will not allow access to any forms and controls that are beneath it. When an operator is asked to view CCTV evidence and / or create media for Seizure by the Police or other 3rd parties, these actions can be logged and are attached to the Incident Log they relate to. Receipts can be generated to accompany the release of Seized media.

There can be multiple RTVS records for each Incident Log.

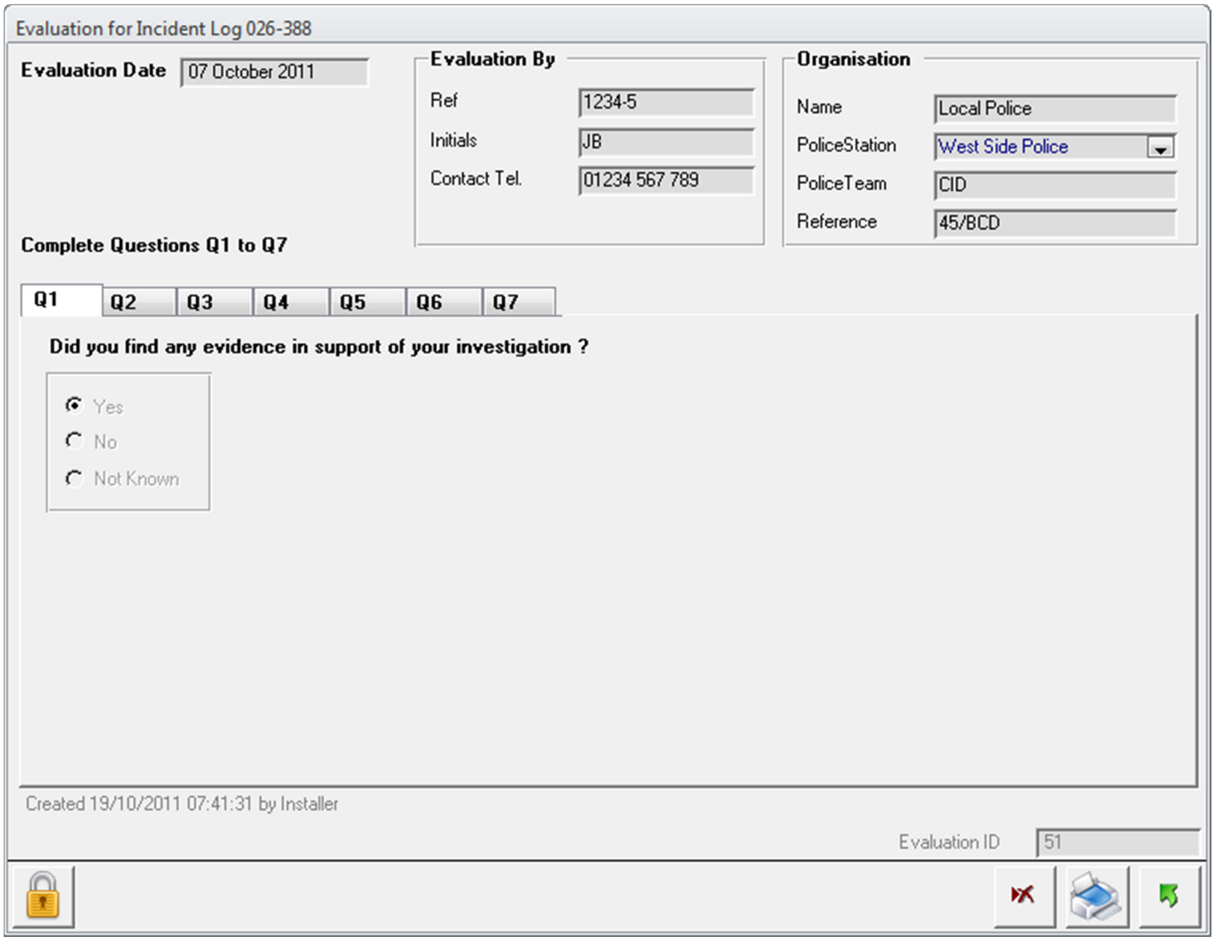
RTVS records can either be minimal (as generated by a Workstation) or they can be comprehensive (as generated by a Console).

If ‘Console_Force Mandatory Check Review Data’ is checked in the Admin – Aux tab, the System will advise the user to complete a full RTVS record before saving, e.g. Reviewers, Media, Review Datim & Requestee Details.

5.3.4.4 An RTVS Record in Detail

Field	Data	Add to List	Mandatory	Dynamic Name	Notes
RTVS ID	Numeric	-	-	No	Unique reference: Non-editable : set by system
Incident ID	Numeric	-	Yes	No	Automatically entered to show which is the Incident ID this RTVS belongs to.
RTVS Datim	Date & Time	-	-	No	Non-editable :set by system
Review Datim	Date & Time	-	Yes	No	When the review took place
RTVS Category	Text - List	No	Yes	No	
Requestee: Full Name	Text	-	Yes	No	
Requestee: Organisation	Text	-	Yes	No	
Requestee: Ref ID	Text	-	Yes	Yes	E.g. Collar Number
Requestee: Email	Text	-	No	Yes	
Requestee: Tel. No.	Text	-	No	Yes	
Reviewers: Reviewer	Text	-	Yes	Yes	
Reviewers: Organisation	Text - List	Yes	Yes	Yes	
Details	Text	-	Yes	Yes	
Outcome	Text	-	Yes	Yes	
Copy Datim	Date & Time	-	No		When the copying took place
Evidence Bag	Text	-	No	Yes	Some control centres use bags/containers, with a reference, to hold the evidence.
DVD Ident	Text	-	No	Yes	
Operator	Text	-	No	Yes	
Data Seized	Yes/No	-	No	Yes	
Seized Datim	Date & Time	-	No	Yes	
Notes	Text	-	No	Yes	
Media: Media Type	Text - List	No	Yes	No	
Media: Seal No.	Text	-	No	No	
Media: Item No.	Text	-	Yes	No	
Media: Destination	Text - List	Yes	Yes	No	
Media: Date Secured	Date	-	No	No	
Media: Destroyed	Yes/No	-	No	No	

5.3.4.5 Evaluations



Evaluation for Incident Log 026-388

Evaluation Date 07 October 2011

Evaluation By
Ref: 1234-5
Initials: JB
Contact Tel.: 01234 567 789

Organisation
Name: Local Police
PoliceStation: West Side Police
PoliceTeam: CID
Reference: 45/BCD

Complete Questions Q1 to Q7

Did you find any evidence in support of your investigation ?

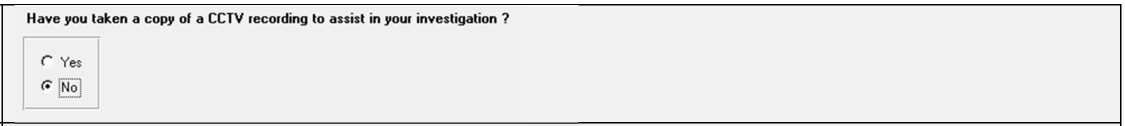
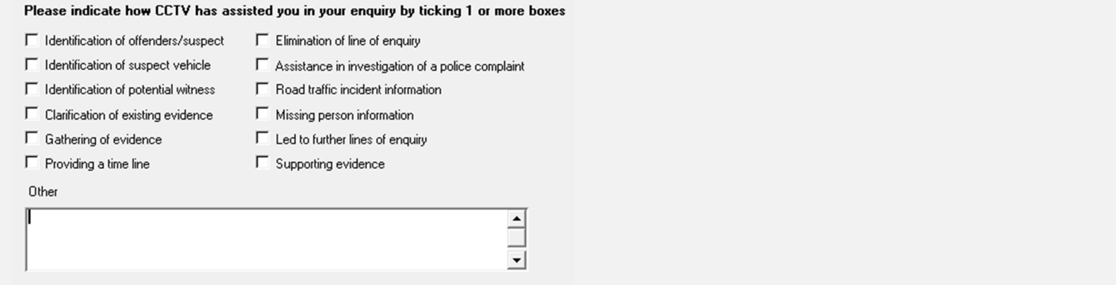
● Yes
○ No
○ Not Known

Created 19/10/2011 07:41:31 by Installer

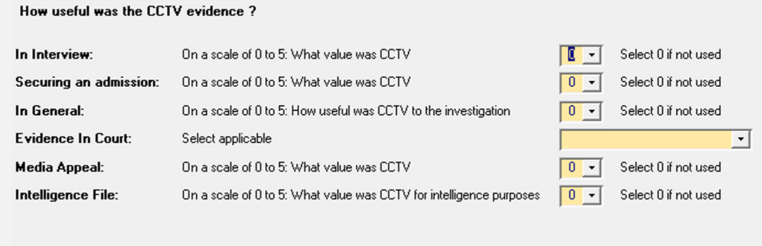
Evaluation ID: 51

Summary:
Following the Incident and subsequent work with the Police it may be beneficial to create and save an Evaluation as a useful measure of the value of the control centre in supporting the Police and other services.

Questions 2 to 7:

Q2	 **Have you taken a copy of a CCTV recording to assist in your investigation ?** ○ Yes ● No
Q3	 **Please indicate how CCTV has assisted you in your enquiry by ticking 1 or more boxes** ☐ Identification of offenders/suspect ☐ Identification of suspect vehicle ☐ Identification of potential witness ☐ Clarification of existing evidence ☐ Gathering of evidence ☐ Providing a time line ☐ Elimination of line of enquiry ☐ Assistance in investigation of a police complaint ☐ Road traffic incident information ☐ Missing person information ☐ Led to further lines of enquiry ☐ Supporting evidence Other

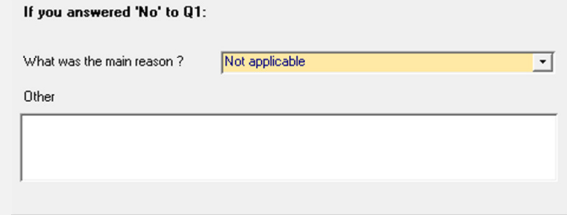
Q4



How useful was the CCTV evidence ?

In Interview:	On a scale of 0 to 5: What value was CCTV	0	Select 0 if not used
Securing an admission:	On a scale of 0 to 5: What value was CCTV	0	Select 0 if not used
In General:	On a scale of 0 to 5: How useful was CCTV to the investigation	0	Select 0 if not used
Evidence In Court:	Select applicable		
Media Appeal:	On a scale of 0 to 5: What value was CCTV	0	Select 0 if not used
Intelligence File:	On a scale of 0 to 5: What value was CCTV for intelligence purposes	0	Select 0 if not used

Q5

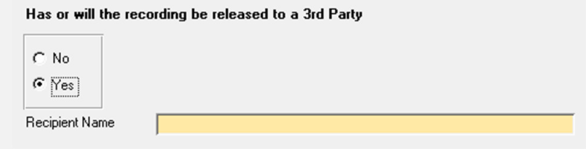


If you answered 'No' to Q1:

What was the main reason ? Not applicable

Other

Q6

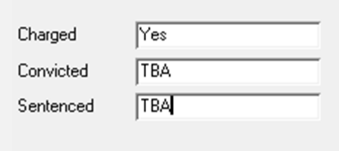


Has or will the recording be released to a 3rd Party

○ No
● Yes

Recipient Name

Q7



Charged	Yes
Convicted	TBA
Sentenced	TBA

5.3.5 “Search” Tab

5.3.5.1 Summary

This tab provides a comprehensive group of filter settings. Each time the filter setting are changed the results count is updated (# 22). The user may view the list of Incident Logs with options for Show Details; Print; Export or the user may plot the results as a Trend Graph (#26).

FI Select New Feature

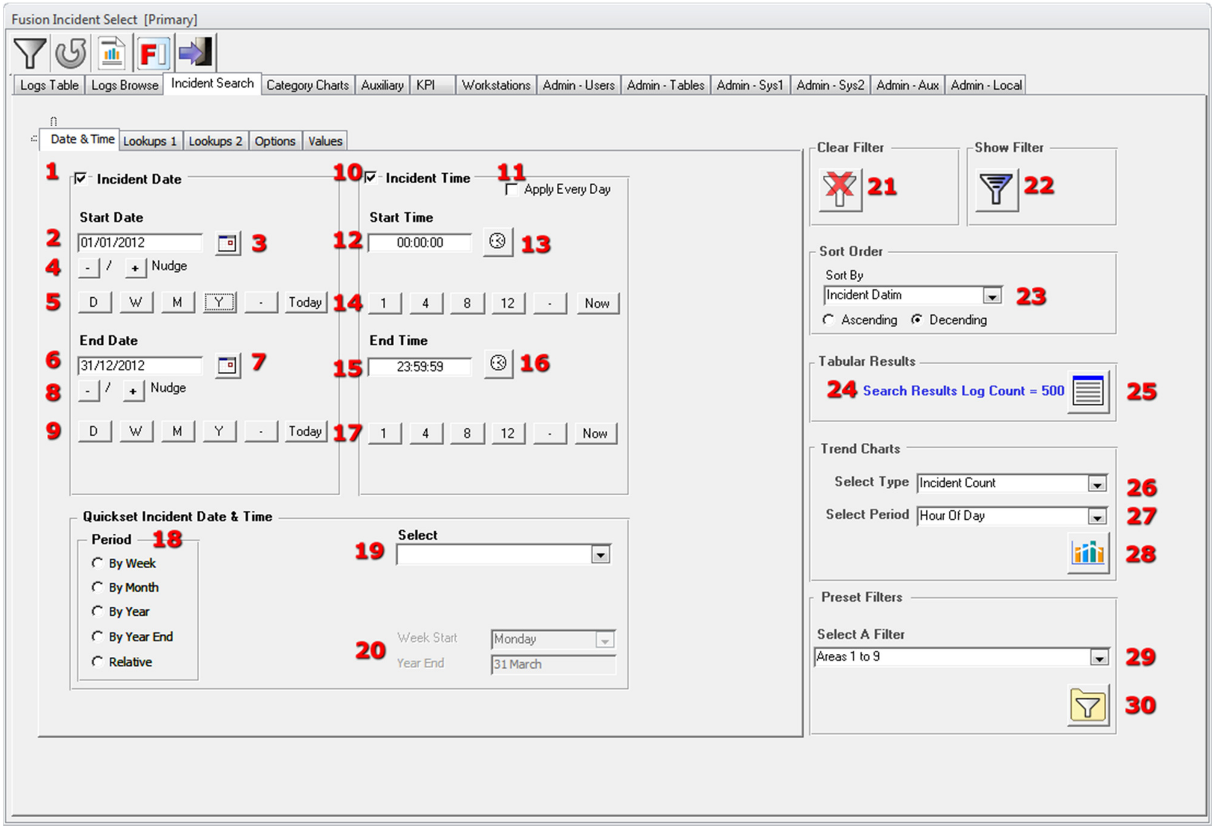
- To assist with using complex search filter settings FI includes Preset Filters , refer to section 5.3.6.
- To assist with using many reports FI includes a Reports Manager , refer to section 5.3.7.

As the search filter is very comprehensive, the settings are divided into 5 sub-tabs. To the right of the sub tabs is a common area to clear the filter, set the sort order and view the results.

Sub-tab	Name	Description / Function
1	Date & Time	Date & time settings for the first and last logs in chronological order
2	Lookups 1	Area, Source, Camera and IncidentType lookups.
3	Lookups 2	Location, Operator, Borough, Police Code and User Group lookups.
4	Options	These are all True/False settings except for Hidden logs, which has 3 options.
5	Values	As the name suggests, this sub-tab contains entries for both text & numeric values.

Common Area		
#	**Name**	**Description / Function**
21	Clear filter	Use this button to reset all the filters to ‘off’
22	Show Filter	Displays a window with the current filter settings
23	Sort Order	Use the sort order to control what order the results are sorted in; either ascending or descending.
24	Search Results	As the user makes changes to the filter the resulting log count is calculated automatically and displayed. If too many records are returned try narrowing the filter by adding more filter selections. If no records are returned try widening the filter by simply turning some of the filter selections off.
25	Get Results	Use the ‘Get Results’ button to retrieve the matching records.
26	Select a Trend Graph	Select from “Incident Count” , “Arrests Made Count”, ”Log Metric”. If the ”Log Metric” field is being used it will likely have a more meaningful ‘System Name’ as set in Admin-Tables > ‘Dynamic Fields’ .
27	Select a Period	Select from “Hour of Day” , “Month”, ”Weekday”, “Year”
28	Show Trend Graph	Shows the graph selected.
29	Select a Filter	Select an existing saved filter from the list: this will then adjust the filter settings across all 5 tabs.
30	Manage Filters	Opens the ‘Manage Preset Search Filters’ dialog. Refer to section 5.3.6

5.3.5.2 Date & Time


Fusion Incident Select [Primary]
Logs Table
Logs Browse
Incident Search
Category Charts
Auxiliary
KPI
Workstations
Admin - Users
Admin - Tables
Admin - Sys1
Admin - Sys2
Admin - Aux
Admin - Local
Date & Time
Lookups 1
Lookups 2
Options
Values
1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30
- / + Nudge
D
W
M
Y
-
Today
1
4
8
12
-
Now
Clear Filter
Show Filter
Sort Order
Tabular Results
Trend Charts
Preset Filters
Quickset Incident Date & Time

☑ Incident Date

Start Date 01/01/2012

End Date 31/12/2012

☑ Incident Time ☐ Apply Every Day

Start Time 00:00:00

End Time 23:59:59

Period
○ By Week
○ By Month
○ By Year
○ By Year End
○ Relative

Select

Week Start Monday

Year End 31 March

Sort By Incident Datim

○ Ascending ● Decending

Search Results Log Count = 500

Select Type Incident Count

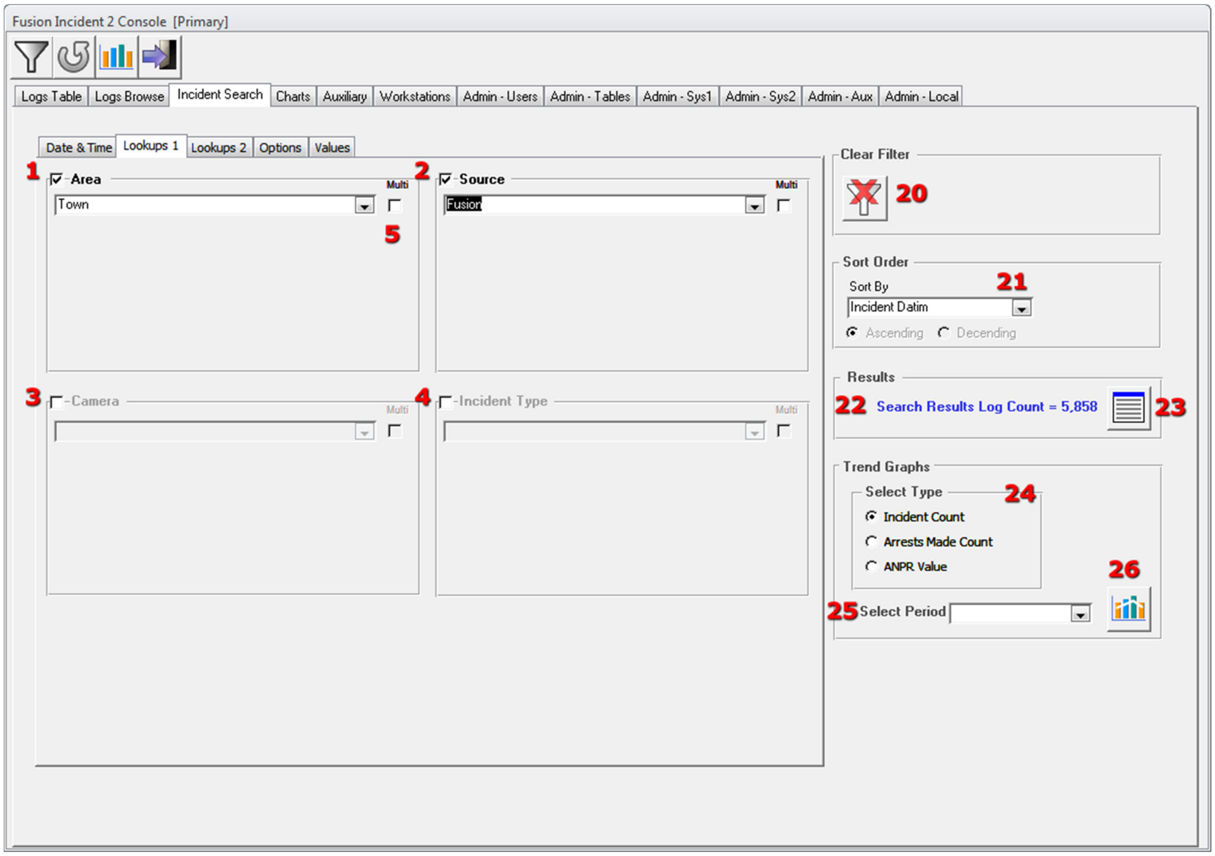
Select Period Hour Of Day

Select A Filter Areas 1 to 9

Date & Time			
#	**Name**	**Description / Function**	
1	Incident Date	Select to enable Incident Date filter	
2	Start Date	Enter the date manually, eg ‘16-12-2013’ or ‘16/12/13’ or ‘16-12’ or ‘16/12’ ; then press the Enter or Tab key or use the adjacent button to show the calendar.	
3	Start Date	Use the calendar button to select the required date	
4	Nudge	Use the nudge buttons to move the “Start Date” one day at a time, keep the button pressed for quick repeat.	
5	D W M Y - Today	Use these buttons to quickly set the “Start Date” with respect to the “End Date”	
		D	1 day
		W	1 week
		M	1 month
		Y	1 year
		-	Remove date
		Today	Sets the “Start Date” to the current date
6	End Date	Enter the date manually, eg ‘16-12-2013’ or ‘16/12/13’ or ‘16-12’ or ‘16/12’ ; then press the Enter or Tab key or use the adjacent button to show the calendar.	
7	End Date	Use the calendar button to select the required date	
8	Nudge	Use the nudge buttons to move the “End Date” one day at a time, keep the button pressed for quick repeat.	
9	D W M Y - Today	Use these buttons to quickly set the “End Date” with respect to the “Start Date”	
		D	1 day

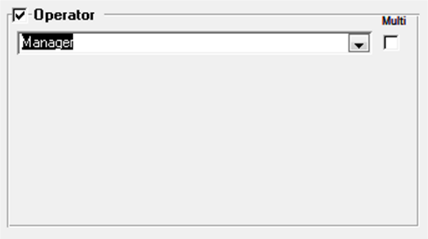
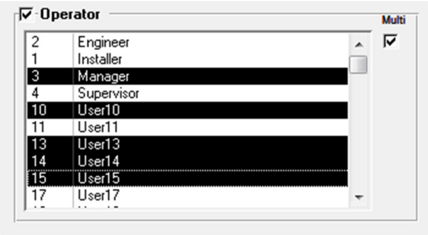
		W	1 week
		M	1 month
		Y	1 year
		-	Remove date
		Today	Sets the "End Date" to the current date
10	Incident Time	Select to enable Incident Time filter	
11	Apply Every Day	When selecting events across multiple days use the Apply Every Day checkbox to apply the time setting filter every day, otherwise it will simply be used once, i.e. the Start Time will be used with the Start Date and the End Time will be used with the End Date.	
12	Start Time	Enter the time manually, eg '08:30:00' or '8:30' or '14:15:00' or '14:15'; then press the Enter or Tab key.	
13	Start Time	Use the time button to select the Start time	
14	1 4 8 12 - Now	Use these buttons to quickly set the "Start Time" with respect to the "End Time"	
		1	1 hour
		4	4 hours
		8	8 hours
		12	12 hours
		-	Remove time
		Now	Sets the Start Time to the current time
15	End Time	Enter the time manually, eg '08:30:00' or '8:30' or '14:15:00' or '14:15'; then press the Enter or Tab key.	
16	End Time	Use the time button to select the End time	
17	1 4 8 12 - Now	Use these buttons to quickly set the "End Time" with respect to the "Start Time"	
		1	1 hour
		4	4 hours
		8	8 hours
		12	12 hours
		-	Remove time
		Now	Sets the End Time to the current time
18	Quickset Incident Date & Time: Period **FI Select New Feature**	This feature provides a quick method of setting the 4 Start/End Date/Time values. Select the Period Type; this will then load the Select options in the adjacent drop-down control and set the Start/End Date/Time values.	
19	Quickset Incident Date & Time: Select **FI Select New Feature**	Choose the period from any of the options provided.	
20	Week Start / Year End **FI Select New Feature**	These values are for information and set in Configuration.	

5.3.5.3 Lookups 1

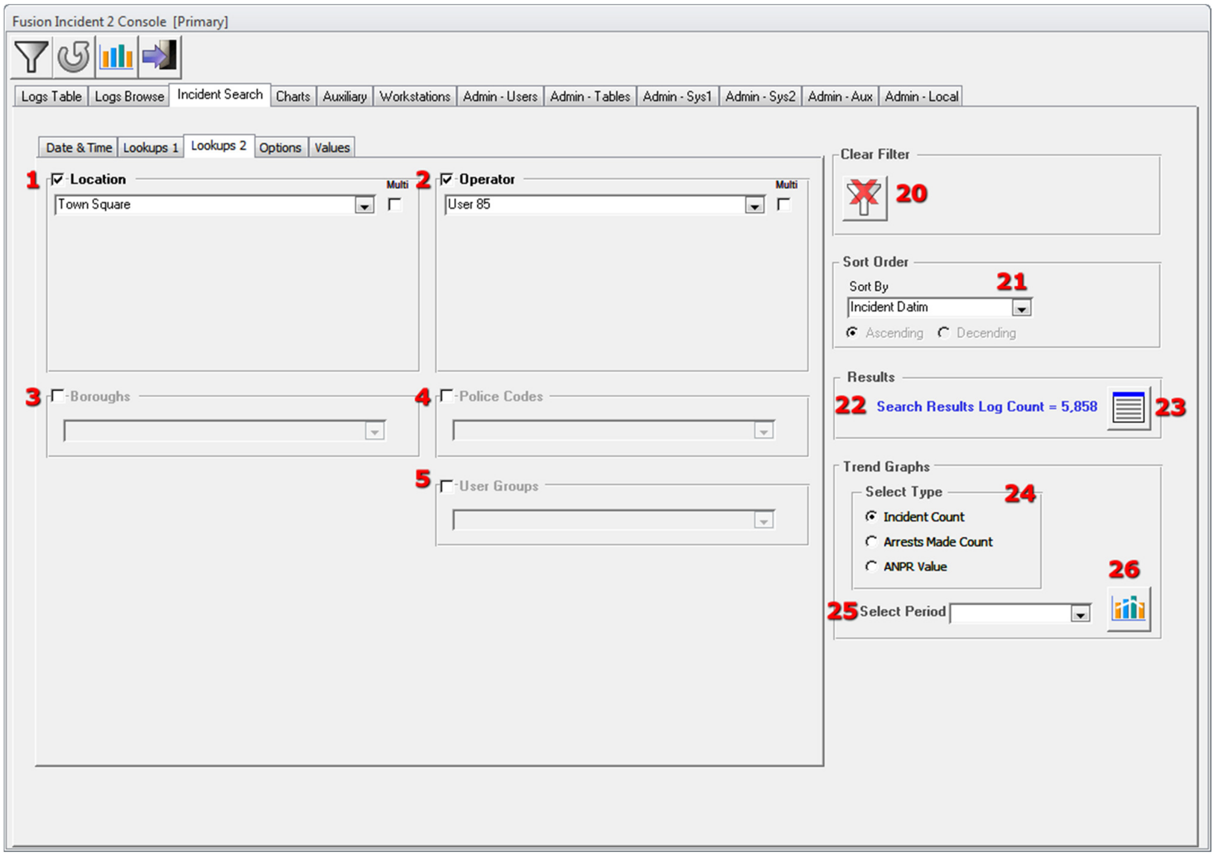

Fusion Incident 2 Console [Primary]
Logs Table
Logs Browse
Incident Search
Charts
Auxiliary
Workstations
Admin - Users
Admin - Tables
Admin - Sys1
Admin - Sys2
Admin - Aux
Admin - Local
Date & Time
Lookups 1
Lookups 2
Options
Values
1
2
3
4
5
Multi
Camera
Incident Type
Clear Filter
20
Sort Order
21
Ascending
Decending
Results
22
23
Trend Graphs
Select Type
24
Incident Count
Arrests Made Count
ANPR Value
25
Select Period
26

☑ Area: Town
☑ Source: Fusion
Sort By: Incident Datim
Search Results Log Count = 5,858

Lookups 1		
#	**Name**	**Description / Function**
1	Area	Select to enable Area filter Select an item from the list. Also see #5.
2	Source	Select to enable Source filter Select an item from the list. Also see #5.
3	Camera Ref	Select to enable camera ref filter Select an item from the list. Also see #5.
4	Incident Type	Select to enable incident type filter Select an item from the list. Also see #5.

<table><tr><td>5</td><td>Multi</td><td>This setting is made available for the lists:
1 Area
2 Source
3 Camera Ref
4 Incident Type
5 Location
6 Operator
Taking the Operator List as an example:
When un-checked the user can only select one item from the a list.

☑ Operator
Multi ☐
Manager
When checked the user can select multiple items by click and drag; shift+ click ;Ctrl+ click.

☑ Operator
Multi ☑
2 Engineer
1 Installer
3 Manager
4 Supervisor
10 User10
11 User11
13 User13
14 User14
15 User15
17 User17</td></tr></table>

5.3.5.4 Lookups 2



Fusion Incident 2 Console [Primary]

☑ Location: Town Square

☑ Operator: User 85

☐ Boroughs

☐ Police Codes

☐ User Groups

Sort By: Incident Datim

● Ascending ○ Decending

Search Results Log Count = 5,858

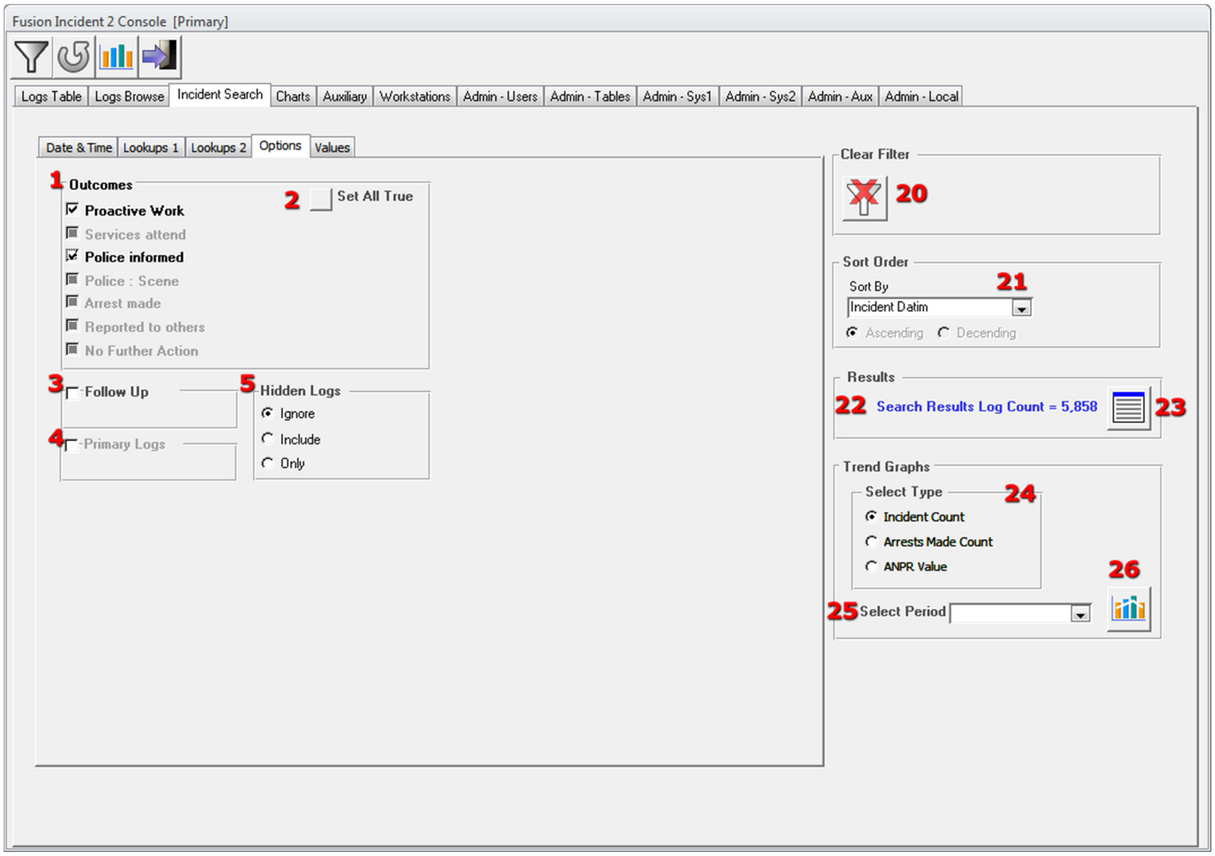
Select Type: ● Incident Count ○ Arrests Made Count ○ ANPR Value

Select Period

Logs Table
Logs Browse
Incident Search
Charts
Auxiliary
Workstations
Admin - Users
Admin - Tables
Admin - Sys1
Admin - Sys2
Admin - Aux
Admin - Local
Date & Time
Lookups 1
Lookups 2
Options
Values
Multi
Multi
Clear Filter
Sort Order
Results
Trend Graphs
1
2
3
4
5
20
21
22
23
24
25
26

Lookups 2		
#	**Name**	**Description / Function**
1	Location	Select to enable location filter Select an item from the list. Also see #5 in Lookups 1 above.
2	Operator	Select to enable operator filter Select an item from the list. Also see #5 in Lookups 1 above.
3	Boroughs	Select to enable Boroughs filter Select an item from the list.
4	Police Codes	Select to enable Police Codes filter Select an item from the list.
5	User Groups	Select to enable User Groups filter Select an item from the list.

5.3.5.5 Options


Fusion Incident 2 Console [Primary]
Logs Table
Logs Browse
Incident Search
Charts
Auxiliary
Workstations
Admin - Users
Admin - Tables
Admin - Sys1
Admin - Sys2
Admin - Aux
Admin - Local
Date & Time
Lookups 1
Lookups 2
Options
Values
1
Outcomes
2
Set All True
3
Follow Up
4
Primary Logs
5
Hidden Logs
Clear Filter
20
Sort Order
21
Results
22
23
Trend Graphs
Select Type
24
25
Select Period
26

Outcomes:
- ☑ Proactive Work
- ▨ Services attend
- ☑ Police informed
- ▨ Police : Scene
- ▨ Arrest made
- ▨ Reported to others
- ▨ No Further Action

☐ Set All True

☐ Follow Up

☐ Primary Logs

Hidden Logs: ● Ignore ○ Include ○ Only

Sort By: Incident Datim

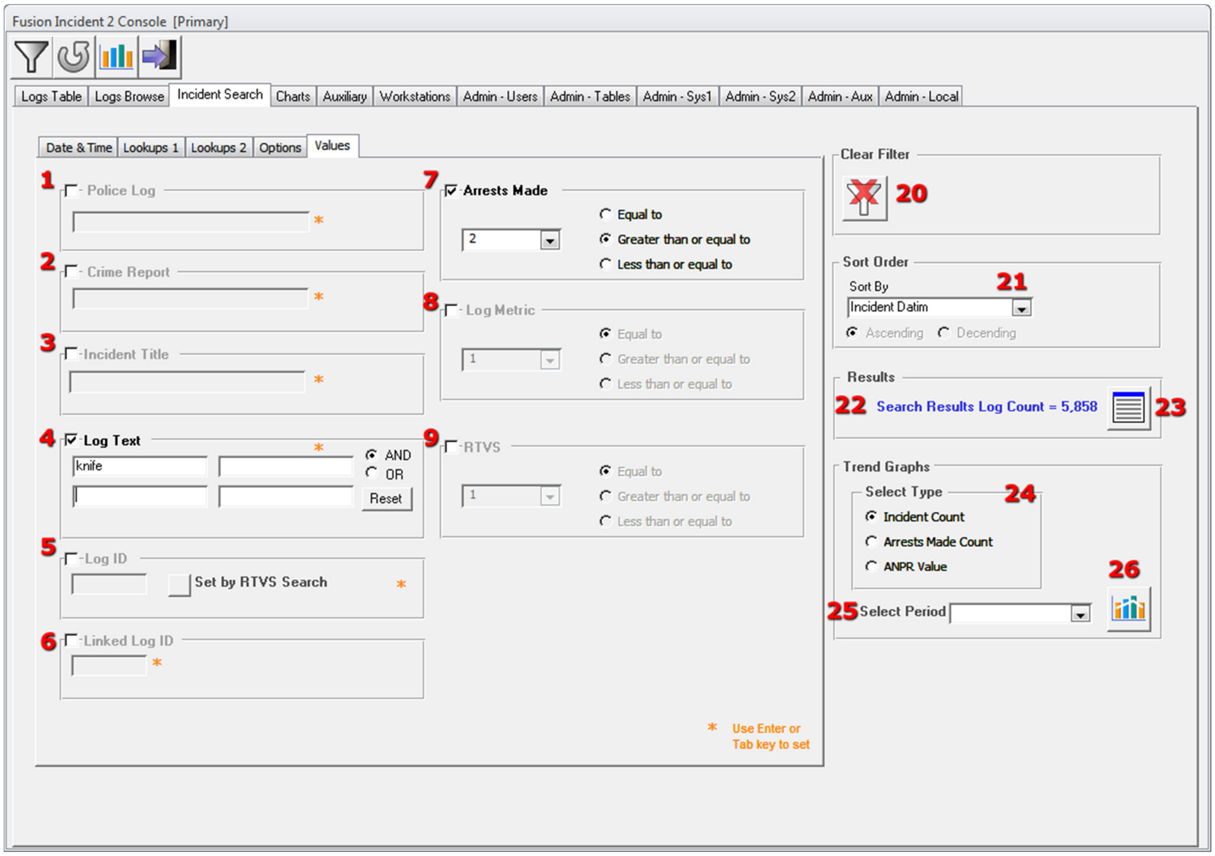
● Ascending ○ Decending

Search Results Log Count = 5,858

Select Type: ● Incident Count ○ Arrests Made Count ○ ANPR Value

Options		
#	**Name**	**Description / Function**
1	Outcomes	Select to enable outcomes filter Select the check boxes as required: If set true this outcome is required If set false this outcome is not required If set off (greyed) this outcome is not part of the filter (don’t care).
2	Set all True/False/Off	The button can be used to quickly set all the outcomes true/false/off
3	Follow Up	Select to enable Follow Up filter. Follow Up is a simple flag used by operators to indicate logs of special interest / or simply logs that need to be looked at by, for example, the system manager on the following shift.
4	Primary Logs	Select to enable Primary Logs filter, which will show any logs that have been converted to a Primary log.
5	Hidden Logs.	Select the radio button as required. NB Hidden logs can be un-hidden by editing a log, or can be deleted using manager logon and the Admin-Sys3 tab.

5.3.5.6 Values

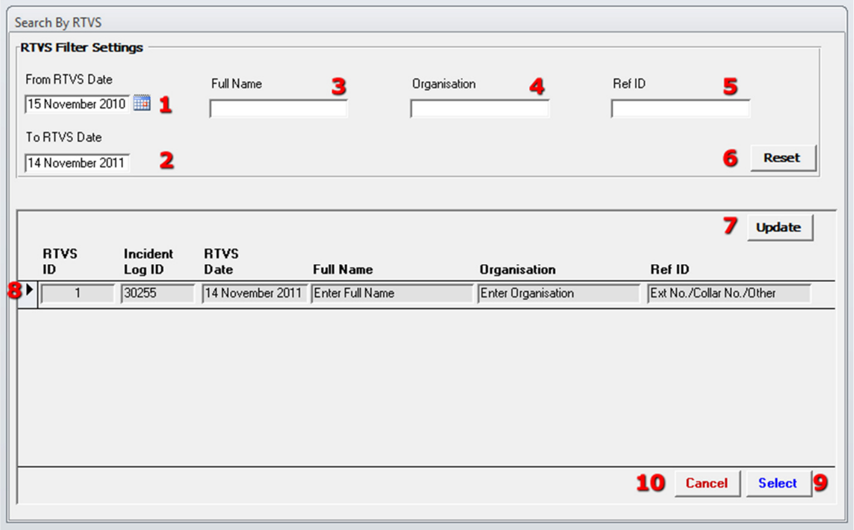

Fusion Incident 2 Console [Primary]
Logs Table
Logs Browse
Incident Search
Charts
Auxiliary
Workstations
Admin - Users
Admin - Tables
Admin - Sys1
Admin - Sys2
Admin - Aux
Admin - Local
Date & Time
Lookups 1
Lookups 2
Options
Values
1
☐ Police Log
*
2
☐ Crime Report
*
3
☐ Incident Title
*
4
☑ Log Text
knife
● AND
○ OR
Reset
5
☐ Log ID
☐ Set by RTVS Search
*
6
☐ Linked Log ID
*
7
☑ Arrests Made
2
○ Equal to
● Greater than or equal to
○ Less than or equal to
8
☐ Log Metric
1
● Equal to
○ Greater than or equal to
○ Less than or equal to
9
☐ RTVS
1
● Equal to
○ Greater than or equal to
○ Less than or equal to
* Use Enter or Tab key to set
Clear Filter
20
Sort Order
Sort By
21
Incident Datim
● Ascending
○ Decending
Results
22
Search Results Log Count = 5,858
23
Trend Graphs
Select Type
24
● Incident Count
○ Arrests Made Count
○ ANPR Value
26
25
Select Period

Values

#	Name	Description / Function
1	Police Log	Select to enable police log filter. After entering text, use the Enter or Tab key.
2	Crime Report	Select to enable crime report filter. After entering text, use the Enter or Tab key.
3	Incident Title	Select to enable Incident Title filter. After entering text, use the Enter or Tab key.
4	Log Text	Select to enable Incident Details filter. Up to 4 words or phrases can be added to the 4 text boxes. Select the AND to require all of the words or phrases Select the OR to require any of the words or phrases Use the Reset button to clear all the text boxes and use ‘AND’. After entering text, use the Enter or Tab key.
5	Log ID	Select to enable Log ID filter. Enter the numeric Log ID, and then use the Enter or Tab key. See next section, describing how to find a Log ID by searching the RTVS records.
6	Linked Log ID	Select to enable Linked Log ID filter. Enter the numeric Log ID, and then use the Enter or Tab key. This filter item is similar to the Log ID (#31) as it will return one log if there is one matching the ID value and there is no linked Secondary logs. If however there are Secondary logs, these will be included in the results.

Values		
#	**Name**	**Description / Function**
7	Arrests Made	Select to enable Arrests Made filter. Select the required value and whether equal to, greater than/equal to or less than/equal to.
8	Log Metric	Select to enable Log Metric filter. Select the required value and whether equal to, greater than/equal to or less than/equal to.
9	RTVS	Select to enable RTVS count filter. Select the required value and whether equal to, greater than/equal to or less than/equal to.

5.3.5.7 Set Log ID by RTVS search



From RTVS Date: 15 November 2010

To RTVS Date: 14 November 2011

RTVS ID	Incident Log ID	RTVS Date	Full Name	Organisation	Ref ID
1	30255	14 November 2011	Enter Full Name	Enter Organisation	Ext No./Collar No./Other

Summary:
This form is opened from the Incident Search tab and provides an RTVS search using a simple set of temporary filters. The result of any search is the ability to select one RTVS record, which will then be used to pass back to the associated Log ID to the main Incident Search settings.

#	Name	Description / Function
1	From Date	Use the calendar button (only visible when cursor is in the textbox) to select the earliest date
2	To Date	Use the calendar button (only visible when cursor is in the textbox) to select the latest date
3	Full Name	Enter the whole or part name. After entering text, use the Enter or Tab key.
4	Organisation	Enter the whole or part name. After entering text, use the Enter or Tab key.
5	Ref ID	Enter the whole or part reference ID. After entering text, use the Enter or Tab key.
6	Reset Button	Resets the filter
7	Update	Updates the RTVS list (use following a filter change).
8	Row Select	Select the RTVS of interest
9	Select Button	This uses the RTVS currently selected (#8), and passes the Incident Log ID back to the main search form.
10	Cancel	Closes this form with no action.

5.3.6 Preset Filters

FI Select New Feature

5.3.6.1 Summary

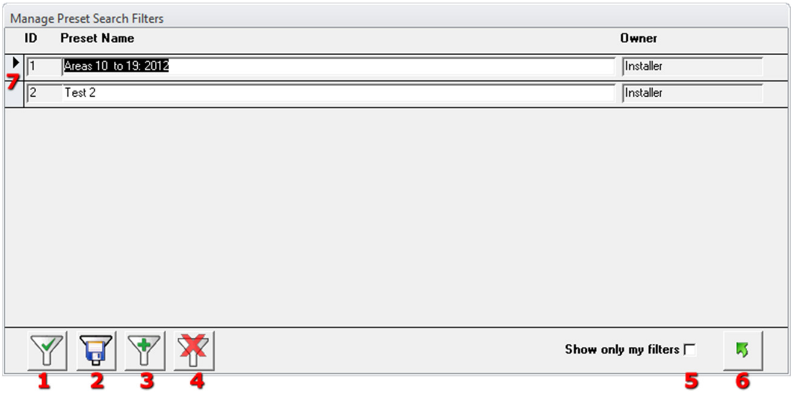
Each Search Preset stores all the settings for the search as defined over the 5 search tabs:

1. Date & Time
2. Lookups 1
3. Lookups 2
4. Options
5. Values

Note: The actual date and time values are stored in the preset regardless of whether theses values were set manually or via a Quickset period, ie if a Quickset relative period is used and the preset is used a year later, exactly the same date and time values will be used. Relative periods can be used in an 'automatic' way via the Reports Manager and Report Definitions.

Use the 'Manage Preset Filters' button on the Search tab to open the management form.

5.3.6.2 Manage Preset Filters



Manage Preset Search Filters

ID	Preset Name	Owner
1	Areas 10 to 19: 2012	Installer
2	Test 2	Installer

#	Name	Description / Function
1	Select preset	Select and use this filter preset. When clicked the preset is applied: the search filter settings are set and the form closes.
2	Save current filter settings *	Saves * whatever search filter settings are present to the currently selected Preset, ie this will override all the previous settings.
3	Create new preset	Create a new Preset with a unique name. The current search filter settings will be saved to this new Preset.
4	Delete preset *	Deletes * the currently selected Preset.
5	Show only my filters	Preset filters are stored in the central database and 'owned' by the user who was logged in when the Preset was created. Checking this box limits the list to Presets filters owned by the currently logged in user.
6	Close button	Closes this form
7	Current preset	Use the record selector to select a Preset before using any of the buttons #1, #2 or #4.
* Only permitted for the owner or if logged on with at least Manager rights and at a higher level than the owner.		

5.3.6.3 Examples

Creating a new Preset

1. Set the filter as required, with your target data in mind
2. Use the ‘Manage Preset Filters’ button on the Search tab to open the management form
3. Use button #2 ‘Create new preset’
4. Enter Preset name
    4.1. The current search filter settings will be saved to this new Preset.

Modifying a Preset

1. Set the filter as required, with your target data in mind
2. Use the ‘Manage Preset Filters’ button on the Search tab to open the management form
3. Use button #3 ‘Save current filter settings’
    3.1. The current search filter settings will be saved to this Preset.

5.3.7 Reports Manager

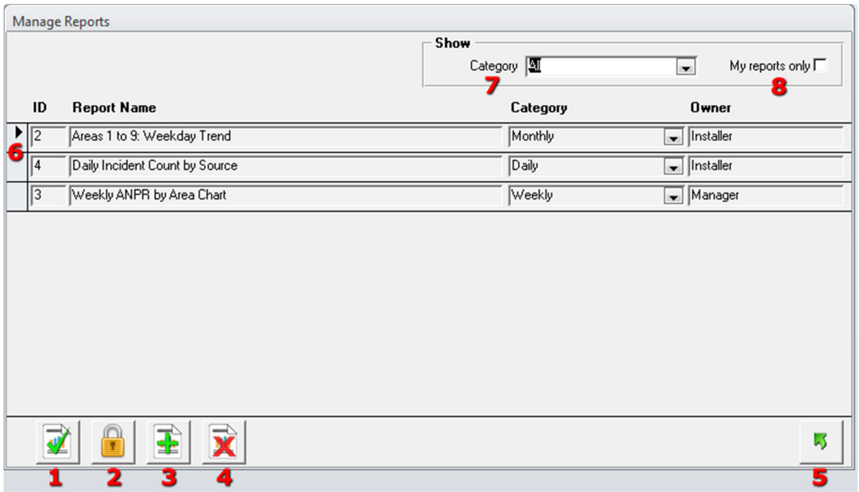
FI Select New Feature

5.3.7.1 Summary

Fusion Incident allows each user to create a list of their reports. Each report can be:

- Categorised (eg daily, weekly, monthly, etc)
- Call up a Preset Filter
- Set Type: Tabular/Trend Chart/Category Chart
- Set Date And Time
    - As Set by preset filter
    - Relative to the current date/time

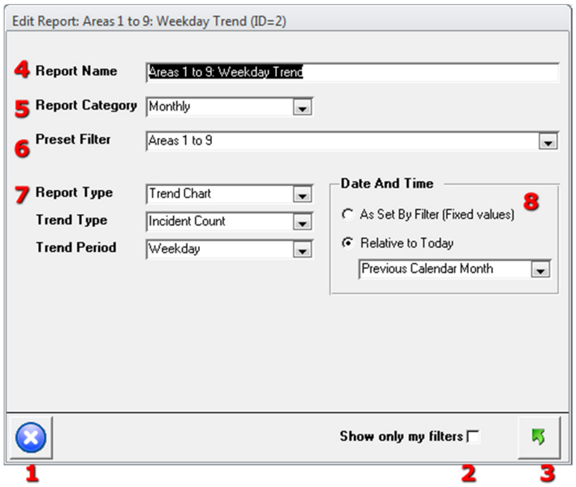
Use the 'Open Reports Manager ' button on the main toolbar to open the form.



ID	Report Name	Category	Owner
2	Areas 1 to 9: Weekday Trend	Monthly	Installer
4	Daily Incident Count by Source	Daily	Installer
3	Weekly ANPR by Area Chart	Weekly	Manager

#	Name	Description / Function
1	Select Report	Select and use this report. When clicked the report is generated on screen.
2	Edit Report *	Opens * the Edit Report form.
3	Create new Report	Create a new Preset with a unique name. The current search filter settings will be saved to this new Preset.
4	Delete Report *	Deletes * the currently selected Report.
5	Close button	Closes this form
6	Current Report	Use the record selector to select a Report before using any of the buttons #1, #2 or #4.
7	Show: Category	Select a Category other than 'All' to limit the list of Reports.
8	Show: My Reports Only	Reports are stored in the central database and 'owned' by the user who was logged in when the Report was created. Checking this box limits the list to Reports owned by the currently logged in user.
* Only permitted for the owner or if logged on with at least Manager rights and at a higher level than the owner.		

5.3.7.2 Edit Reports



Edit Report: Areas 1 to 9: Weekday Trend (ID=2)

Report Name: Areas 1 to 9: Weekday Trend
Report Category: Monthly
Preset Filter: Areas 1 to 9
Report Type: Trend Chart
Trend Type: Incident Count
Trend Period: Weekday
Date And Time
○ As Set By Filter (Fixed values)
● Relative to Today
Previous Calendar Month
Show only my filters ☐

#	Name	Description / Function
1	Cancel edit report	Closes form without validating the Report definition (useful if, for example, the required preset has not been defined)
2	Show only my filters	Preset filters are stored in the central database and ‘owned’ by the user who was logged in when the Preset was created. Checking this box limits the list to Preset filters owned by the currently logged in user.
3	Close form	Closes form if the Report definition is valid. If it is not valid a message is presented and the required entry controls highlighted.
4	Report Name	The name must be unique and typically describes the report.
5	Report Category	Each report is categorised so that the user can filter the reports in the ‘Manage Reports’ form, eg to view all the monthly reports.
6	Preset Filter	The preset filter will be applied to Reports of type ‘Tabular Results’ and ‘Trend Type’ and maybe applied to Reports of type ‘Category Charts’. Should a report be required for all data in the database with no filter applied by the Preset, it would be necessary to create a Preset Filter called ‘None’, where all the filter settings are cleared.
7	Report Type	There are 3 types of report: 1. Tabular Results 2. Trend Chart 3. Category Charts
8	Date And Time	The top setting (As set by filter) will use the fixed date and time values as stored in the Preset Filter. The lower setting calculates the date and time values based upon when the report is created: • Previous Day • Previous 7 Days • Previous 14 Days • Previous 28 Days • Previous Business Week • Previous Business 4 Weeks • Previous Calendar Month
See below for other settings dependent on Report Type		

#	Report Type: Tabular Results
No other settings	

#	Report Type: Trend Chart	
1	Trend Type	There are 3 Trend types: 1. Incident Count 2. Arrests Made 3. Log Metric (this name can be configured as required)
2	Trend Period	There are 4 Trend periods: 1. Hour of day 2. Weekday 3. Month 4. Year

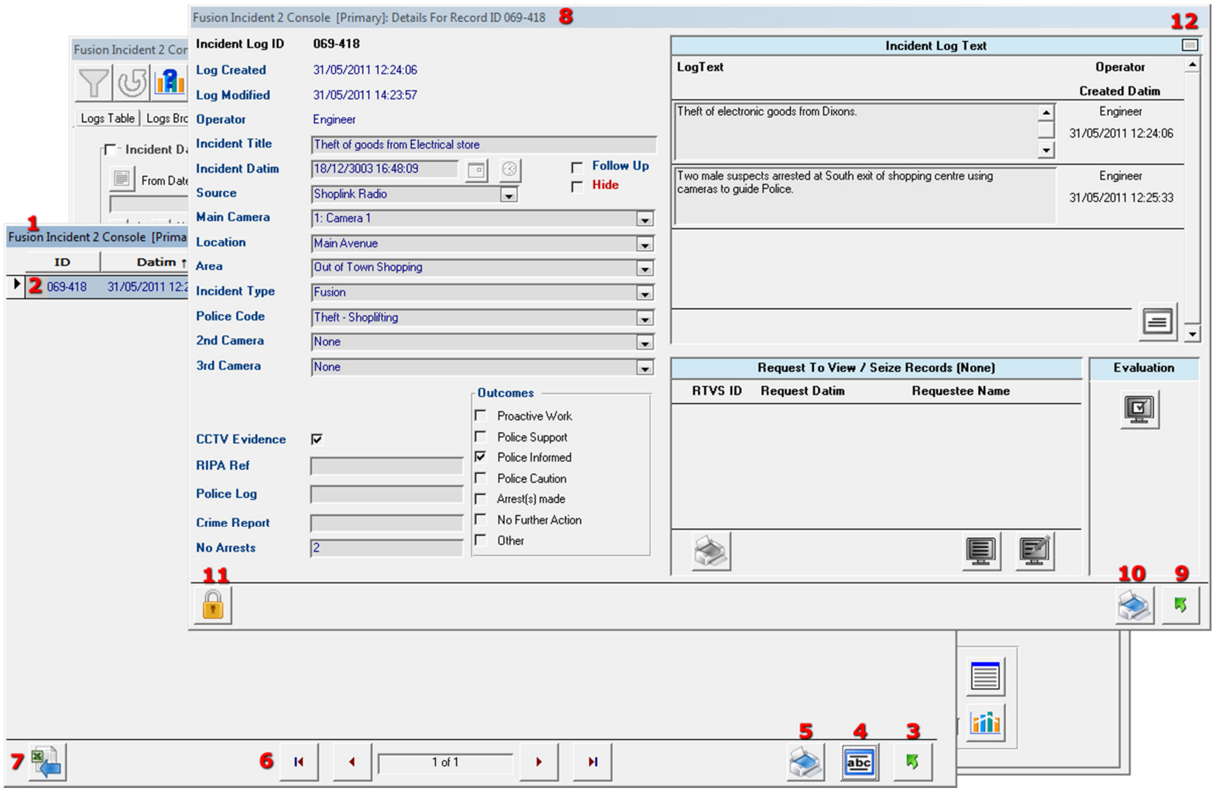
#	Report Type: Category Charts	
1	Apply Filter	If the box is checked, then the filter will be applied.
2	Chart Type	There are 3 types of chart: 5. Incident Count 6. Arrests Made 7. Log Metric (this name can be configured as required)
3	Chart Sub-Type	There are 8 sub-types of chart: 1. Areas 2. Source 3. Location 4. Incident Types 5. Users 6. User Groups 7. Cameras (Main) 8. Police Codes
4	Chart Top N	Select whether the chart shows all the values within the Sub-Type or just the required Top values

5.3.8 Show Resulting Data

Once the Filter settings have been finalised the results can be viewed in detail and exported by using the ‘Show Results Table’ button or they can be summarised using a Trend Graph.

Button	Name	Description / Function
▤	Show Results Table	Use this button to display the list of logs (from which the Details can be viewed for any log). Refer to section 5.3.8.1
📊	Trend Chart	Use this button to show a summary of the results for any of the 3 options: • Incident Count • Arrests Made Count • Log Metric Count (renamed by configuration) Each of the above options can be plotted against: • Hour of Day • Weekday • Month • Year Refer to section 5.3.8.3

5.3.8.1 “Search” Tab - Results



Fusion Incident 2 Console [Primary]: Details For Record ID 069-418

ID	Datim
069-418	31/05/2011 12:2

Incident Log ID	069-418
Log Created	31/05/2011 12:24:06
Log Modified	31/05/2011 14:23:57
Operator	Engineer
Incident Title	Theft of goods from Electrical store
Incident Datim	18/12/3003 16:48:09
Source	Shoplink Radio
Main Camera	1: Camera 1
Location	Main Avenue
Area	Out of Town Shopping
Incident Type	Fusion
Police Code	Theft - Shoplifting
2nd Camera	None
3rd Camera	None
CCTV Evidence	☑
RIPA Ref	
Police Log	
Crime Report	
No Arrests	2

☐ Follow Up
☐ Hide

Outcomes
☐ Proactive Work
☐ Police Support
☑ Police Informed
☐ Police Caution
☐ Arrest(s) made
☐ No Further Action
☐ Other

LogText	Operator Created Datim
Theft of electronic goods from Dixons.	Engineer 31/05/2011 12:24:06
Two male suspects arrested at South exit of shopping centre using cameras to guide Police.	Engineer 31/05/2011 12:25:33

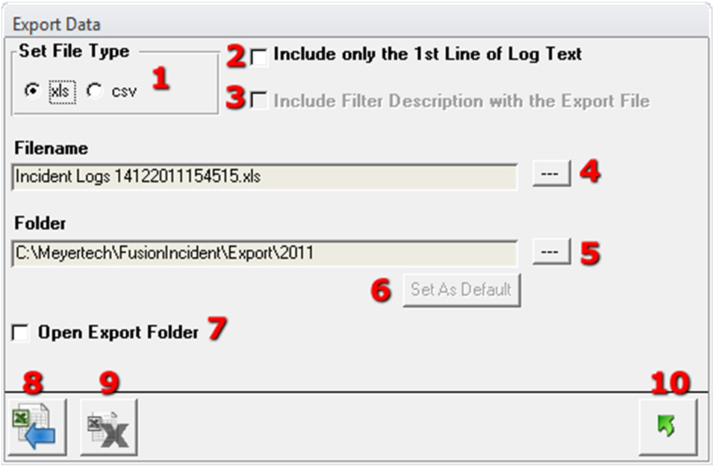
Summary:

Following the use of the ‘Show Results Table’ button to retrieve the matching records, the Table of results (#1) is displayed and if required the Details button (#4) can be used to show the full Incident Log data (#8).

#	Name	Description / Function
1	Table of results	When the ‘Get Results’ button is clicked it shows the filtered table.
2	Log selector	Selects the log of interest; double click to show details
3	Close button	Close the results table
4	Details button	Displays the log details in the pop-up form for the log selected
5	Print	Prints the log table of results
6	Navigation buttons	
7	Export	Opens the Export Dialog form, see ‘Export Incident Log Data’ below.
8	Details pop-up form.	
9	Close button	Close the Details pop-up form.
10	Print	Prints an individual incident log.
11	Lock / Unlock	Unlock to edit the incident log
12	Maximise Log Text	The Log Text area can be maximised / set to standard by this toggle button. When maximised, the RTVS and Evaluation areas are hidden.

These functions are the same as those in “Incident Log Table” Tab and “Details Popup” described earlier.

5.3.8.2 Export Incident Log Data



Set File Type: ● xls ○ csv

☐ Include only the 1st Line of Log Text

☐ Include Filter Description with the Export File

Filename: Incident Logs 14122011154515.xls

Folder: C:\Meyertech\FusionIncident\Export\2011

☐ Open Export Folder

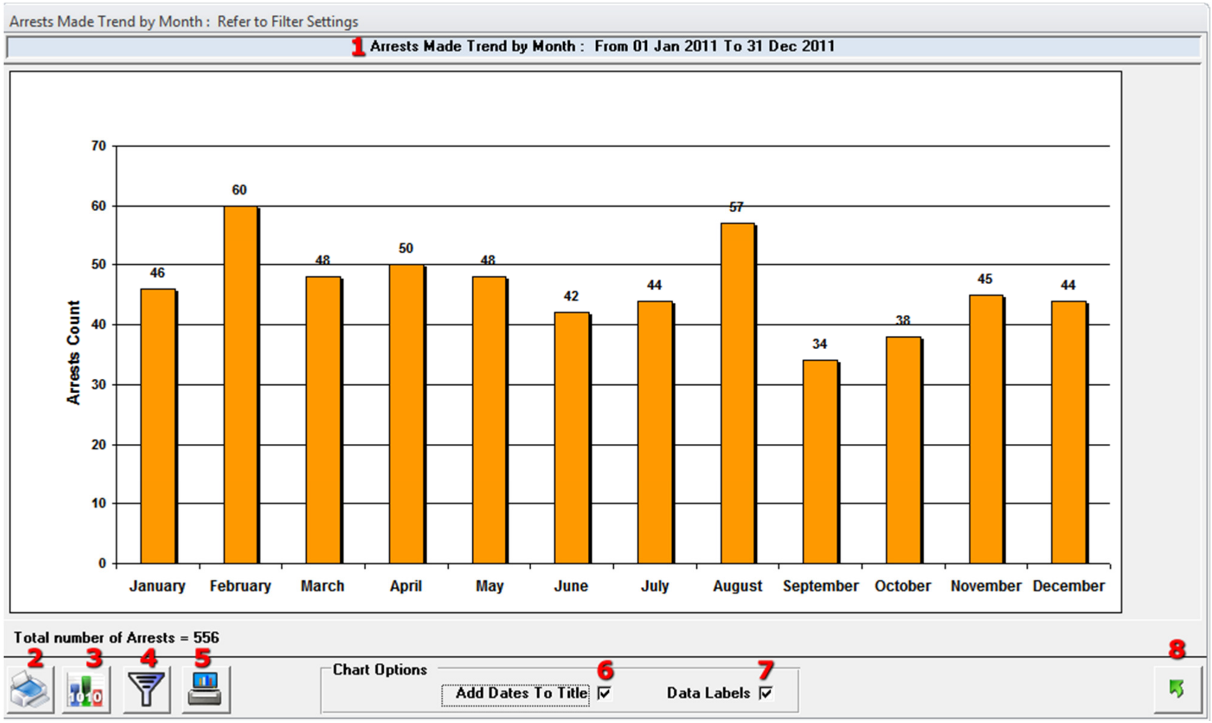
Summary:

This form Exports the filtered data to an Excel compatible file which can either by Microsoft Excel .xls (2003) or a CSV file which is text based set of Comma-Separated Values.

#	Name	Description / Function
1	Set File Type	Set the file type to csv text file or an xls Microsoft Excel compatible file. A csv (comma separated values) can be read by most software including Microsoft Excel.
2	Include only the 1st line of Log Text	A large quantity of logs (>1000) can take several minutes to export when including all the log texts per log (which need to be concatenated). This is an option to ignore all but the 1st log text, which avoids the long concatenation process and greatly speeds up the export.
3	Include Filter Description with the Export File (csv only)	The filter settings are saved with each Export. For the xls export this is done by saving the filter settings to a separate text file, named as per the export file appended with 'Filter_Description.txt'. For the csv export the same can be done, but there is also an option to save the filter settings as part of the csv instead of creating a separate text file.
4	Filename	If required, the operator can choose a different filename in place of the standard automatically generated one.
5	Folder	If required, the operator can choose a different folder to store the export file in place of the standard Data Export location as set in tab Admin-Local.
6	Default	Use this to update the Data Export location, to be used for all future exports.
7	Open Export Folder	If the 'Open Export Folder' checkbox is checked a folder will be opened showing the exported files.
8	Export	Exports the filtered data to an Excel compatible file which can either by Microsoft Excel .xls (2003) or a CSV file which is text based set of Comma-Separated Values.
9	Cancel	Use the 'Cancel' button to stop the export process.
10	Close form	Closes the Export Dialog form.

These functions are the same as those in "Incident Log Table" Tab and "Details Popup" described earlier.

5.3.8.3 Trend Graph



Arrests Made Trend by Month : Refer to Filter Settings

Arrests Made Trend by Month : From 01 Jan 2011 To 31 Dec 2011

Total number of Arrests = 556

Chart Options

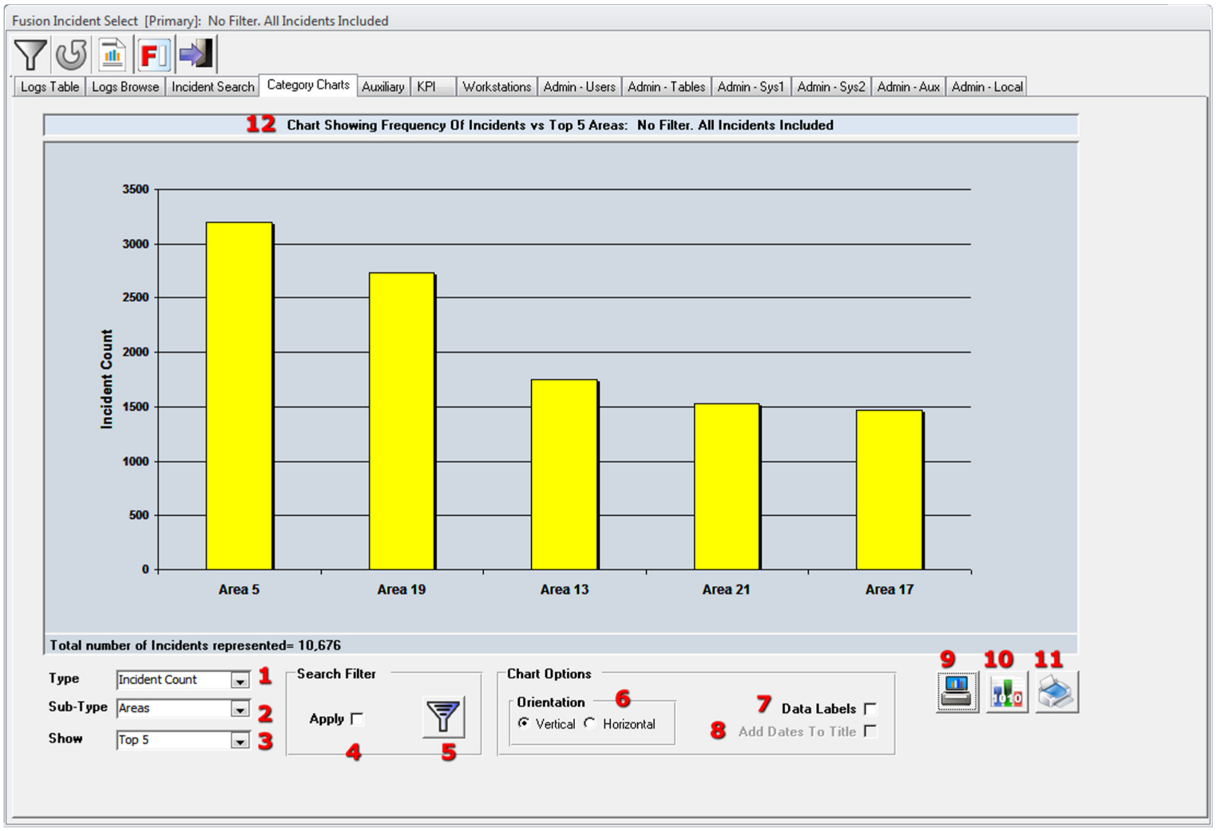
Add Dates To Title ☑

Data Labels ☑

Summary:
This form is shown when the above ‘Show Trend Graph’ button is used.

#	Name	Description / Function
1	Title	The title is set automatically each time the graph is displayed or a chart option is selected, but can be edited to any specific text required for the printing.
2	Print Graph	Prints the graph
3	Show chart data	Shows the table of data for the chart
4	Show Filter Settings	Displays a summary of the current filter settings.
5	Copy To Clipboard FI Select New Feature	Copies the current Window to the Clipboard and opens Microsoft Paint if available. The user may then use Paint and paste the graph into a new document and crop as required. This can then be saved or copied into another document eg Word or Excel. This feature is only if available if configured to be Enabled: refer to Admin-Local configuration.
6	Add dates to the title	If “Apply search filter” is checked and the Dates filter is being used, this option is available: If checked the date range is added to the Title. If any other options are selected after this checkbox, it will be automatically cleared.
7	Data labels	Each bar of the graph will have a precise numeric value, check this box to include these values in the chart.
8	Close	Closes the Trend Chart

5.3.9 “Category Charts” Tab


Logs Table
Logs Browse
Incident Search
Category Charts
Auxiliary
KPI
Workstations
Admin - Users
Admin - Tables
Admin - Sys1
Admin - Sys2
Admin - Aux
Admin - Local
12
Incident Count
3500
3000
2500
2000
1500
1000
500
0
Area 5
Area 19
Area 13
Area 21
Area 17
1
2
3
4
5
6
7
8
9
10
11
Search Filter
Chart Options

Fusion Incident Select [Primary]: No Filter. All Incidents Included

Chart Showing Frequency Of Incidents vs Top 5 Areas: No Filter. All Incidents Included

Total number of Incidents represented= 10,676

Type: Incident Count
Sub-Type: Areas
Show: Top 5
Apply ☐
Orientation: ● Vertical ○ Horizontal
Data Labels ☐
Add Dates To Title ☐

Summary:

This tab uses the concept of showing the Top most frequent Incident logs (Count) or Arrests Made or Log Metric versus :

- Area
- Camera (Main)
- Incident Type
- Location
- Police Code
- Source
- User Group (Only used for Incident Count)
- Users (Only used for Incident Count)

If the ‘Apply Search Filter’ is un-checked this tab is independent of the Incident Search tab, i.e. it will a show a graph based upon all the Incident Logs in the current database.

#	Name	Description / Function
1	Type	Select a type from the given list
2	Sub-Type	Dependent on the Type selected above, select the sub-type.
3	Show	Select a value from the given list. Dependent on the number of different rows/columns in the graph it may be desirable to limit the results.
4	Apply search filter	Data included is dependent on filter setting in the Search tab, if the “Apply Search Tab Filter” check box is checked.
5	Show Filter Settings	Displays a summary of the current filter settings.
6	Orientation	The graph can either by horizontal or vertical. For long names, horizontal

#	Name	Description / Function
		graphs can be better.
7	Data labels	Each bar of the graph will have a precise numeric value, check this box to include these values in the chart.
8	Add dates to the title	If “Apply search filter” is checked and the Dates filter is being used, this option is available: If checked the date range is added to the Title. If any other options are selected after this checkbox, it will be automatically cleared.
9	Copy To Clipboard **FI Select New Feature**	Copies the current Window to the Clipboard and opens Microsoft Paint if available. The user may then use Paint and paste the graph into a new document and crop as required. This can then be saved or copied into another document eg Word or Excel. This feature is only if available if configured to be Enabled: refer to Admin-Local configuration.
10	Show chart data	Shows the table of data for the chart
11	Print Graph	Prints the graph
12	Title	The title is set automatically each time the graph type or sub-type is set, but can be edited to any specific text required for the printing.

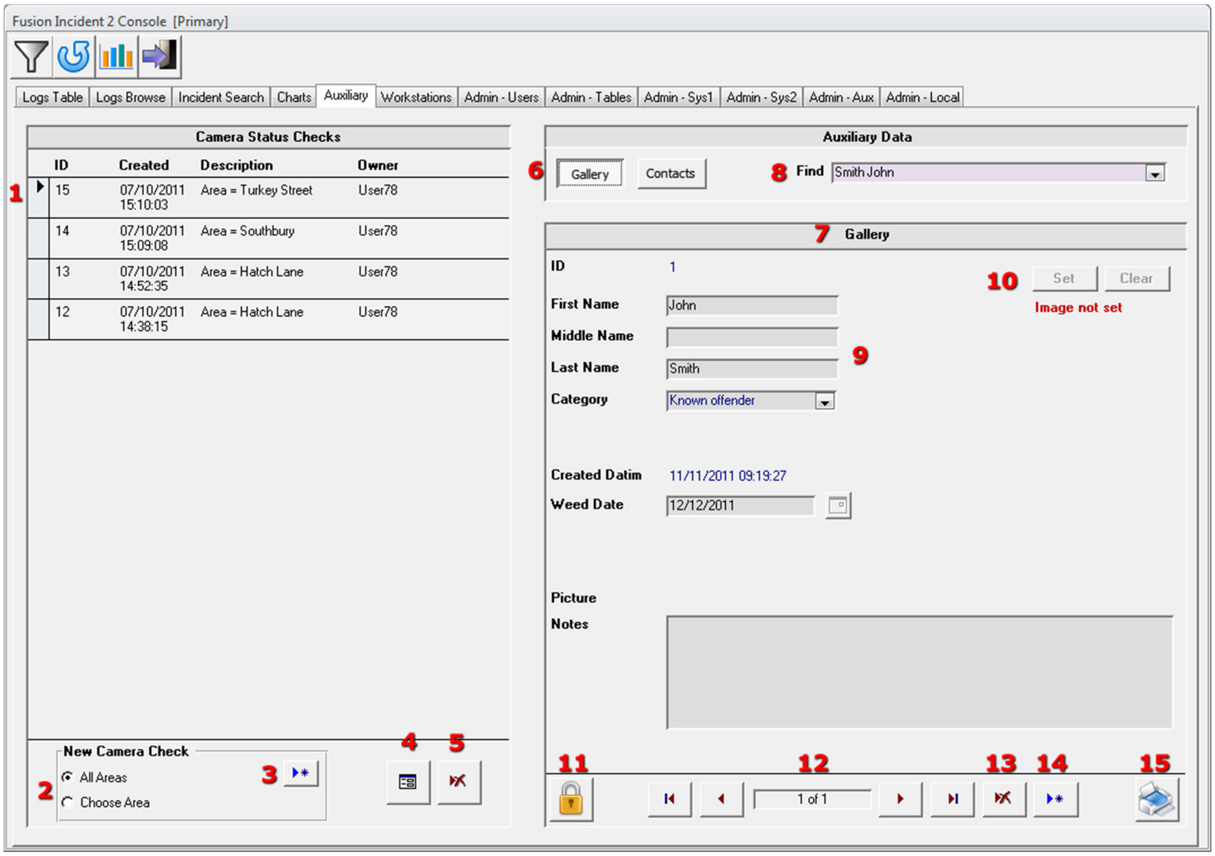
5.3.9.1 Example task: Show Top 5 most frequent Incident Count for October 2011 by Area

1. Incident Search tab
    a. Clear any existing search criteria using the ‘Clear Filter’ button
    b. Set the Incident Date: From Date = 01 October 2011
    c. Set the Incident Date: To Date = 31 October 2011
2. Charts tab:
    a. Select Type = ‘Incident Count’
    b. Select Sub-Type = ‘Areas’
    c. Select Show =’Top 5’
    d. Check the ‘Apply’ checkbox in ‘Search Filter’
    e. See resultant graph showing Top 5 number of Incident Counts by Area

5.3.9.2 Example task: Show all Arrests Count for October 2011 by Area

3. Incident Search tab
    a. Clear any existing search criteria using the ‘Clear Filter’ button
    b. Set the Incident Date: From Date = 01 October 2011
    c. Set the Incident Date: To Date = 31 October 2011
    d. To view the Incident Logs with Arrests set the Arrests Made value to greater than or equal to 1
4. Charts tab:
    a. Select Type = ‘Arrests Made’
    b. Select Sub-Type = ‘Areas’
    c. Select Show =’All’
    d. Check the ‘Apply’ checkbox in ‘Search Filter’
    e. See resultant graph showing total number of arrests

5.3.10 “Auxiliary” Tab


Fusion Incident 2 Console [Primary]
Logs Table
Logs Browse
Incident Search
Charts
Auxiliary
Workstations
Admin - Users
Admin - Tables
Admin - Sys1
Admin - Sys2
Admin - Aux
Admin - Local
Camera Status Checks
1
New Camera Check
2
All Areas
Choose Area
3
4
5
Auxiliary Data
6
Gallery
Contacts
8
Find
7
Gallery
9
10
Set
Clear
Image not set
11
12
13
14
15
1 of 1

Camera Status Checks

ID	Created	Description	Owner
15	07/10/2011 15:10:03	Area = Turkey Street	User78
14	07/10/2011 15:09:08	Area = Southbury	User78
13	07/10/2011 14:52:35	Area = Hatch Lane	User78
12	07/10/2011 14:38:15	Area = Hatch Lane	User78

● All Areas
○ Choose Area

Find: Smith John

ID: 1
First Name: John
Middle Name:
Last Name: Smith
Category: Known offender
Created Datim: 11/11/2011 09:19:27
Weed Date: 12/12/2011
Picture
Notes

Summary:
This tab shows the Camera Checks facility and Gallery / Contacts. The functions for the Contacts are the same as Gallery except there is no Print button and no image to Set/Clear.

The Camera Status checks allow the operators to take groups of cameras (by Area) and create a simple report of whether each camera is OK, or f not, the status. The report’s data is now stored and can be recalled if required.

The Gallery is a list of categorised people with an optional image. This data includes a Weed Date which serves to warn the operator when viewing the record if it should be deleted due to it’s age.

The Contacts list serves as a simple address book.

Camera Status Checks		
#	**Name**	**Description / Function**
1	Select Camera Check	Use with buttons #4 and #5
2	‘All Areas’/ ‘Choose Area’	If the System has many cameras it is probably best to select ‘Choose Area’.
3	New Camera Check	With #2 selected, click this button to create a new blank check form for the required cameras. When the camera check table is completely filled in (all cameras checked) it may be printed, showing only those cameras that are not OK. Status text maybe added for each camera as required and the printed report has a further ‘Auctioned’ checkbox which maybe useful to complete when the remedial work is completed.
4	Show Camera Check	Opens the currently selected camera check table as per #1
5	Delete Camera Check	Deletes the currently selected camera check table as per #1

Auxiliary Data		
#	**Name**	**Description / Function**
6	Auxiliary Data Select	Choose from: 1 Gallery 2 Contacts Each of the Auxiliary Data Types has a similar form and functionality.
7	Title	The Auxiliary data type is shown
8	Find	This dropdown list allows the operator to type in the required Name and press enter to find the required record.
9	Data	Record displayed
10	Set/Clear Image	Applies to Gallery only. Use the Set button to locate and save a copy of the image to central 'Gallery' folder (as set in Admin-Aux tab). Use the Clear button to delete the image from the 'Gallery' folder. All images saved to the 'Gallery' folder are organised into Year/Month (based on the created date)folders to make manual administration easier. Images can be in the following file types: • .bmp • .jpg • .gif • .png
11	Lock / Unlock	Unlock the record to edit it.
12	Navigation buttons	
13	Delete a record	
14	Create a new record	
15	Print a record	

5.3.11 “KPI” Tab

FI Select New Feature

The KPI tab will provide several Key Performance Indicators and has the following sub-tabs:

1. Enter Hours
2. Productivity Charts
3. Average Annual KPI
4. KPI Admin

5.3.11.1 KPI Summary

General Notes:
ISO 8601 defines the Week as always starting with Monday. The first week is the week which contains the first Thursday of the calendar year. This implies that it is the week which is mostly within the Calendar year and the week containing January 4th. The KPI tab will only be available on the Primary Console and for users logged in at Manager level or higher.

Enter Hours Tab:

1. This tab allows the creation of new days in the main central table used to store the amalgamated hours for the System and the calculated Incident/RTVS counts and Productivity values – the daily core data.
2. When the data is displayed the user can unlock the table and enter the values for the Operational and Total hours for the system. Upon entering the Operational Hours, the Incident Count and Productivity are calculated for reference at the time; These are recalculated whenever the user plots a Productivity chart or calculates the set of KPI’s.
3. If upon selecting a Year/Week date combination that has not been initialised in the database, the system will allow the user to add these as required.

Productivity Charts Tab:

1. This tab provides daily, weekly, monthly, yearly charts of Incidents per operational hour. As these ratios are typically small decimal numbers, the charts will show Incidents per 100 operational hours.

Period	Action 1	Action 2	Action 3 / Note
Daily	Select a start date	Select an end date	The maximum span between the dates is 31 days – to optimise the graphical display.
Weekly	Select a year	Select start week	Select end week
Monthly	Select a year	Select start month	Select end month
Yearly	Select start year	Select end year	

2. All data can be exported.

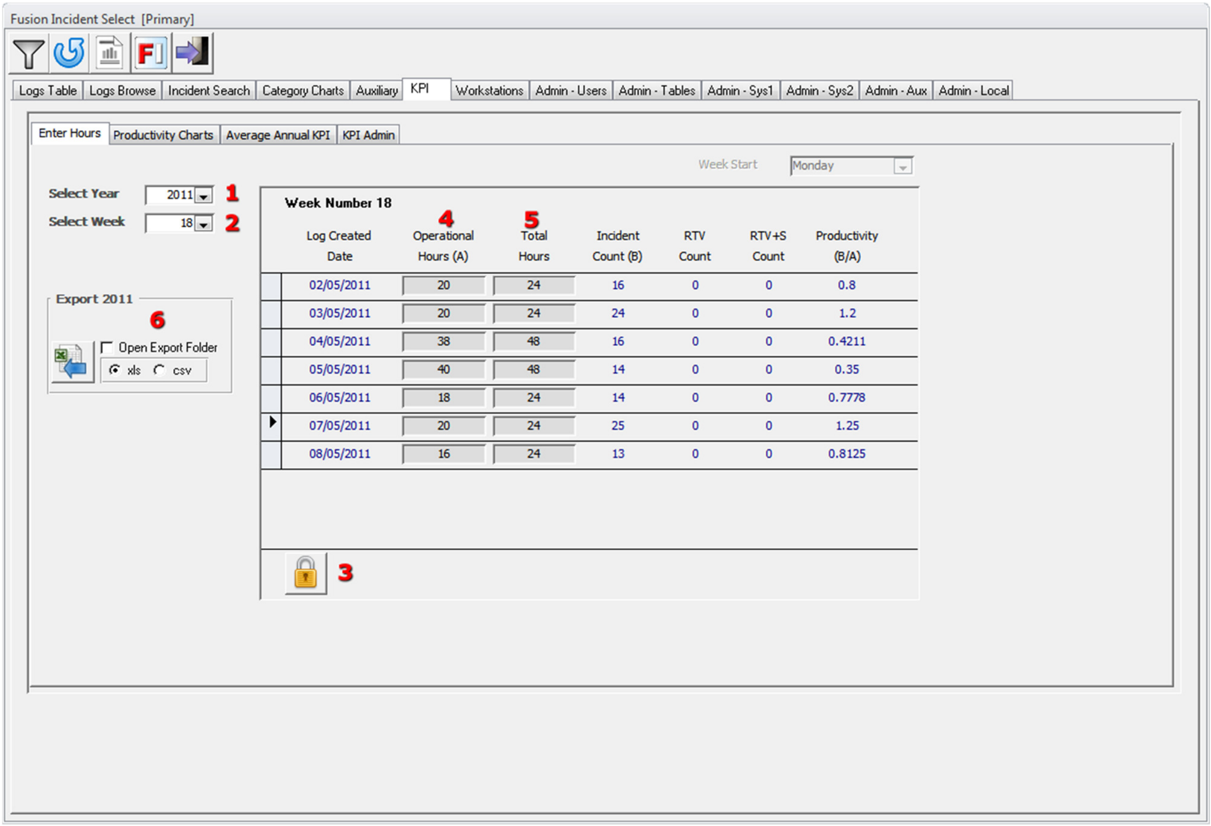
Average Annual KPI Tab:

1. This tab provides a collection of average annual KPI’s for the selected year.
2. Before these can be calculated the budget and contribution figures need to be updated.
3. Use the Calculate button to show the KPI figures.

KPI Admin Tab:

1. This tab provides the operator with the ability to view/modify/delete the daily core data stored in an unrestricted table. *In addition there is the facility to completely delete all KPI data on an annual basis. There is no ‘undo’ facility , therefore operators should be very careful when using this feature and should also ensure there are adequate backups, should they be required to restore KPI data at a later time.* Backups may be produced manually using the Admin-Sys2 tab, Backup Databases section.

5.3.11.2 KPI : Enter Hours


Fusion Incident Select [Primary]
Logs Table
Logs Browse
Incident Search
Category Charts
Auxiliary
KPI
Workstations
Admin - Users
Admin - Tables
Admin - Sys1
Admin - Sys2
Admin - Aux
Admin - Local
Enter Hours
Productivity Charts
Average Annual KPI
KPI Admin
Week Start
Monday
1
2
3
4
5
6
Export 2011
☐ Open Export Folder
● xls ○ csv

Select Year 2011

Select Week 18

Week Number 18

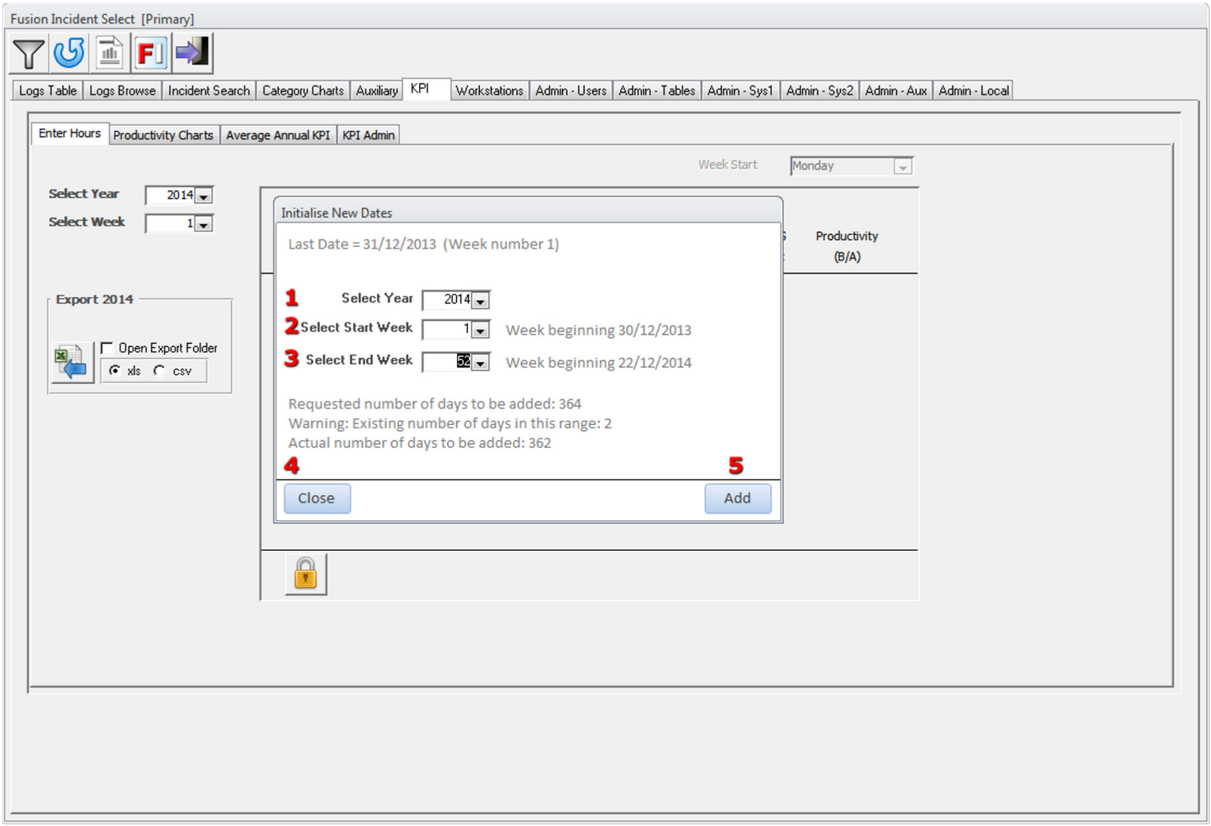
Log Created Date	Operational Hours (A)	Total Hours	Incident Count (B)	RTV Count	RTV+S Count	Productivity (B/A)
02/05/2011	20	24	16	0	0	0.8
03/05/2011	20	24	24	0	0	1.2
04/05/2011	38	48	16	0	0	0.4211
05/05/2011	40	48	14	0	0	0.35
06/05/2011	18	24	14	0	0	0.7778
07/05/2011	20	24	25	0	0	1.25
08/05/2011	16	24	13	0	0	0.8125

Summary:

This tab is used to enter the core data for the Operational and Total hours. There is also an export function so that the data can then be viewed in a spreadsheet , eg Microsoft Excel.

Enter Hours		
#	**Name**	**Description / Function**
1,2	Select Year & Week	If the week selected is not initialised in the daily core data the operator will be provided with a set of dialogues to complete this. See below.
3	Unlock	Use the Unlock button to edit the table and set the numeric values (must be integers) as required.
4	Operational Hours	Set the integer value. When a particular day has been initialised but the hours have not been set, the default values will be -1. If there are days when no hours were productive 0 (zero) should be entered.
5	Total Hours	Set the integer value. When a particular day has been initialised but the hours have not been set, the default values will be -1. If there are days when no hours were worked 0 (zero) should be entered. NB The Total Hours metric is currently not used in the Fusion Incident Select KPI's , however, it is recommended that this value be entered as other KPI's may require this value in the future.
6	Export daily core data	Use the Export button to export all the daily core data for the Year selected.

Initialising Daily Core Data


Fusion Incident Select [Primary]
Logs Table
Logs Browse
Incident Search
Category Charts
Auxiliary
KPI
Workstations
Admin - Users
Admin - Tables
Admin - Sys1
Admin - Sys2
Admin - Aux
Admin - Local
Enter Hours
Productivity Charts
Average Annual KPI
KPI Admin
Week Start
Monday
Export 2014
Open Export Folder
xls
csv
Productivity (B/A)
Initialise New Dates
1
2
3
4
5
Close
Add

Select Year: 2014
Select Week: 1

Last Date = 31/12/2013 (Week number 1)

1 Select Year: 2014
2 Select Start Week: 1 Week beginning 30/12/2013
3 Select End Week: 52 Week beginning 22/12/2014

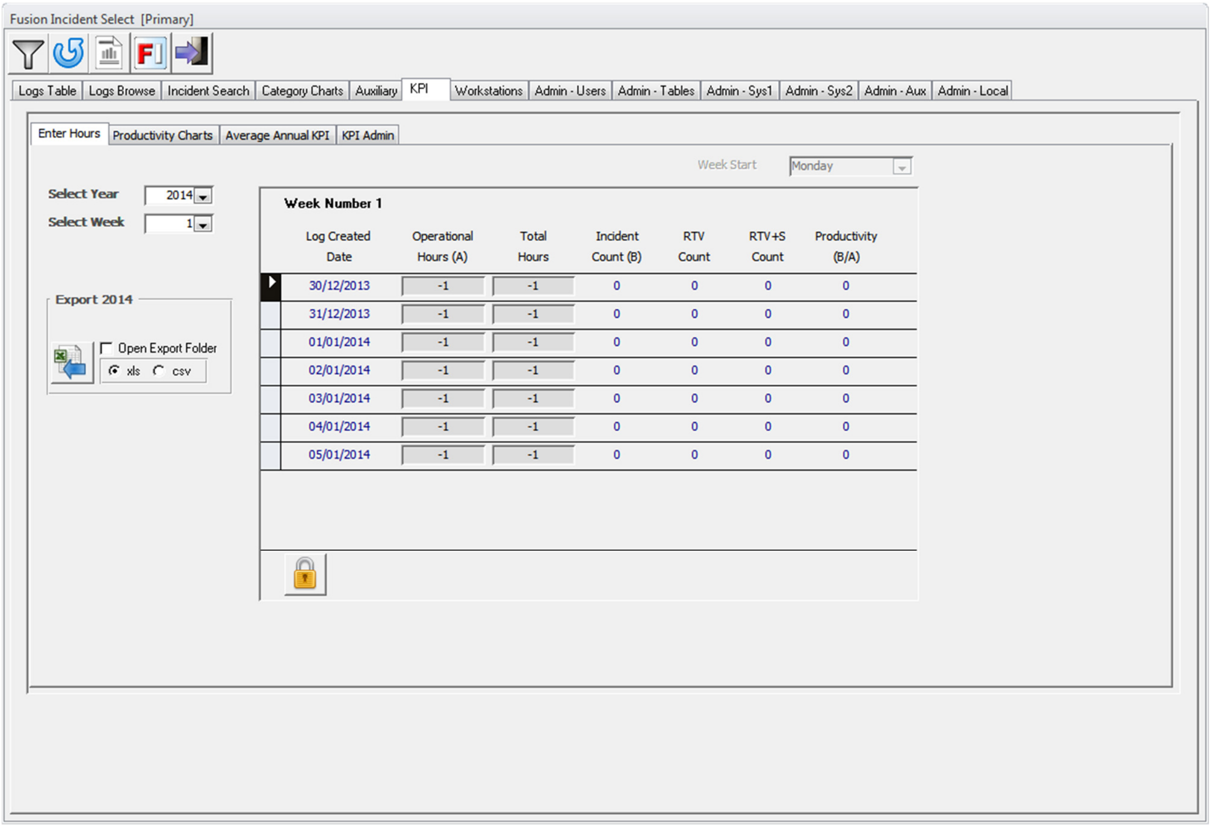
Requested number of days to be added: 364
Warning: Existing number of days in this range: 2
Actual number of days to be added: 362

Summary:
When the selected Year and Week have not been initialised a dialogue is presented to the operator, where they may initialise new dates for any number of weeks, typically a whole month or year at a time.

Initialise New Dates		
#	**Name**	**Description / Function**
1	Select Year	Select the required year. (1)
2	Select Start Week	Select the required start week. (1)
3	Select End Week	Select the required end week. (1)
4	Close	Close the dialog form
5	Add	Add the chosen new dates

1. Following an update of this value, a summary is shown for the Requested number of days; any warnings ; and the actual number of days predicted to be initialised when the Add button is used.

A screen shot of newly initialised data is shown below.


Fusion Incident Select [Primary]
Logs Table
Logs Browse
Incident Search
Category Charts
Auxiliary
KPI
Workstations
Admin - Users
Admin - Tables
Admin - Sys1
Admin - Sys2
Admin - Aux
Admin - Local
Enter Hours
Productivity Charts
Average Annual KPI
KPI Admin
Export 2014

Week Start: Monday

Select Year: 2014

Select Week: 1

☐ Open Export Folder

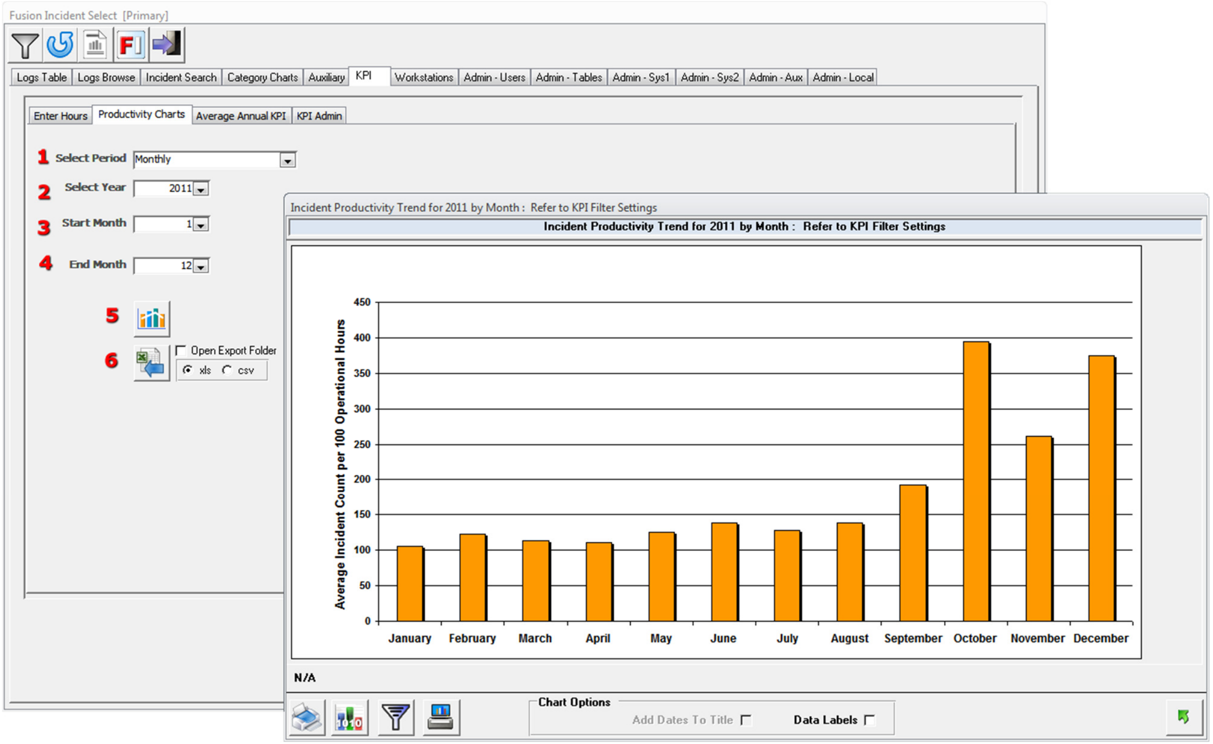
● xls ○ csv

Week Number 1

Log Created Date	Operational Hours (A)	Total Hours	Incident Count (B)	RTV Count	RTV+S Count	Productivity (B/A)
30/12/2013	-1	-1	0	0	0	0
31/12/2013	-1	-1	0	0	0	0
01/01/2014	-1	-1	0	0	0	0
02/01/2014	-1	-1	0	0	0	0
03/01/2014	-1	-1	0	0	0	0
04/01/2014	-1	-1	0	0	0	0
05/01/2014	-1	-1	0	0	0	0

Newly Initialised Data

5.3.11.3 KPI : Productivity Charts


Fusion Incident Select [Primary]
Logs Table
Logs Browse
Incident Search
Category Charts
Auxiliary
KPI
Workstations
Admin - Users
Admin - Tables
Admin - Sys1
Admin - Sys2
Admin - Aux
Admin - Local
Enter Hours
Productivity Charts
Average Annual KPI
KPI Admin
1
2
3
4
5
6
Average Incident Count per 100 Operational Hours
450
400
350
300
250
200
150
100
50
0
January
February
March
April
May
June
July
August
September
October
November
December
Chart Options

1 Select Period: Monthly

2 Select Year: 2011

3 Start Month: 1

4 End Month: 12

6 ☐ Open Export Folder ● xls ○ csv

Incident Productivity Trend for 2011 by Month : Refer to KPI Filter Settings

N/A

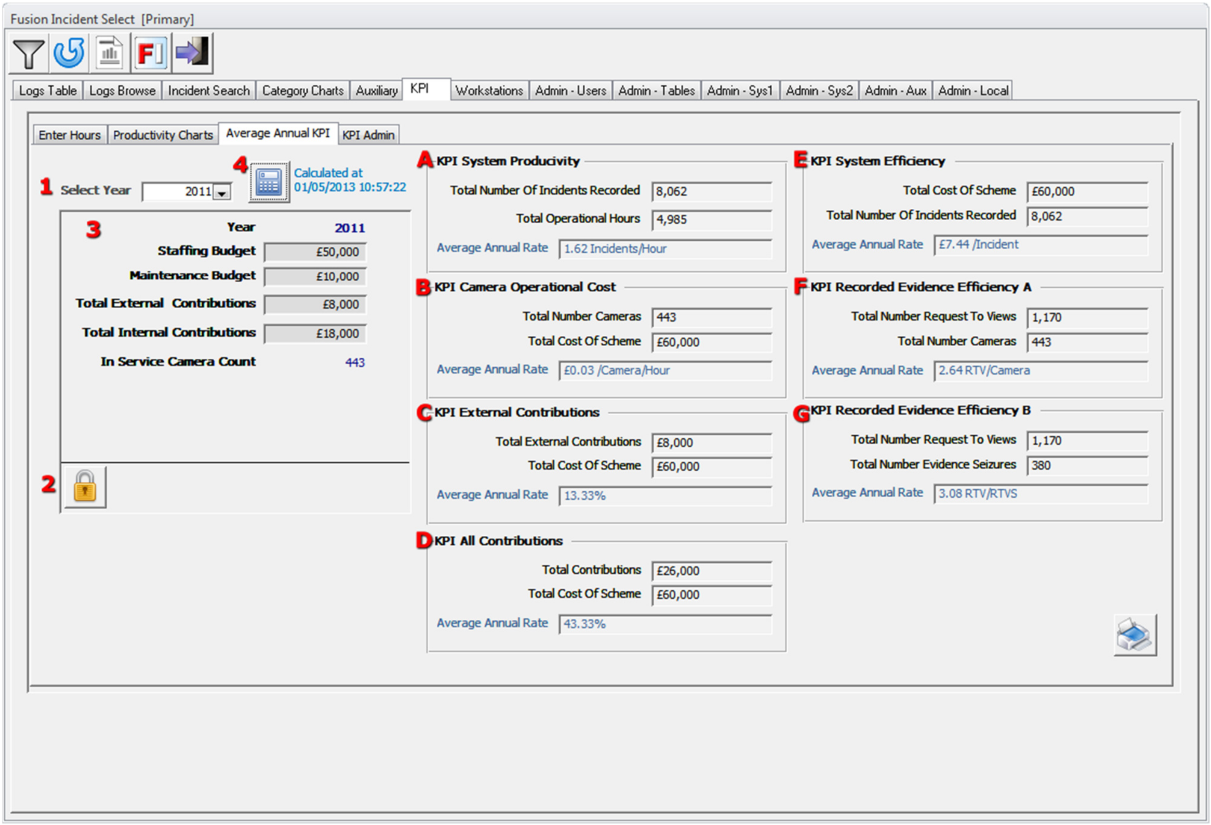
Add Dates To Title ☐ Data Labels ☐

Summary:
This tab provides daily, weekly, monthly, yearly charts of Incidents per operational hour. As these ratios are typically small decimal numbers, the charts will show Incidents per 100 operational hours. All data can be exported.

Productivity		
#	**Name**	**Description / Function**
1-4	Select Period	Can be daily, weekly, monthly or yearly. Refer to Chart Periods table below.
5	Show KPI Chart	This button will use the settings in #1-4 and recalculate all the productivity values for all the days contained in the selected date span. Consequently, if a large date span is selected the calculation may take a while to complete. Once completed, the chart is displayed with all the usual Fusion Incident features.
6	Export Data	Use this button to get the resultant productivity data.

Chart Periods			
Period	**Action 1**	**Action 2**	**Action 3 / Note**
Daily	Select a start date	Select an end date	The maximum span between the dates is 31 days – to optimise the graphical display.
Weekly	Select a year	Select start week	Select end week
Monthly	Select a year	Select start month	Select end month
Yearly	Select start year	Select end year	

5.3.11.4 KPI : Average Annual KPI


Fusion Incident Select [Primary]
Logs Table
Logs Browse
Incident Search
Category Charts
Auxiliary
KPI
Workstations
Admin - Users
Admin - Tables
Admin - Sys1
Admin - Sys2
Admin - Aux
Admin - Local
Enter Hours
Productivity Charts
Average Annual KPI
KPI Admin
1
2
3
4
A
B
C
D
E
F
G

Select Year 2011

Calculated at 01/05/2013 10:57:22

Year 2011
Staffing Budget £50,000
Maintenance Budget £10,000
Total External Contributions £8,000
Total Internal Contributions £18,000
In Service Camera Count 443

KPI System Producivity
Total Number Of Incidents Recorded 8,062
Total Operational Hours 4,985
Average Annual Rate 1.62 Incidents/Hour

KPI Camera Operational Cost
Total Number Cameras 443
Total Cost Of Scheme £60,000
Average Annual Rate £0.03 /Camera/Hour

KPI External Contributions
Total External Contributions £8,000
Total Cost Of Scheme £60,000
Average Annual Rate 13.33%

KPI All Contributions
Total Contributions £26,000
Total Cost Of Scheme £60,000
Average Annual Rate 43.33%

KPI System Efficiency
Total Cost Of Scheme £60,000
Total Number Of Incidents Recorded 8,062
Average Annual Rate £7.44 /Incident

KPI Recorded Evidence Efficiency A
Total Number Request To Views 1,170
Total Number Cameras 443
Average Annual Rate 2.64 RTV/Camera

KPI Recorded Evidence Efficiency B
Total Number Request To Views 1,170
Total Number Evidence Seizures 380
Average Annual Rate 3.08 RTV/RTVS

Summary:

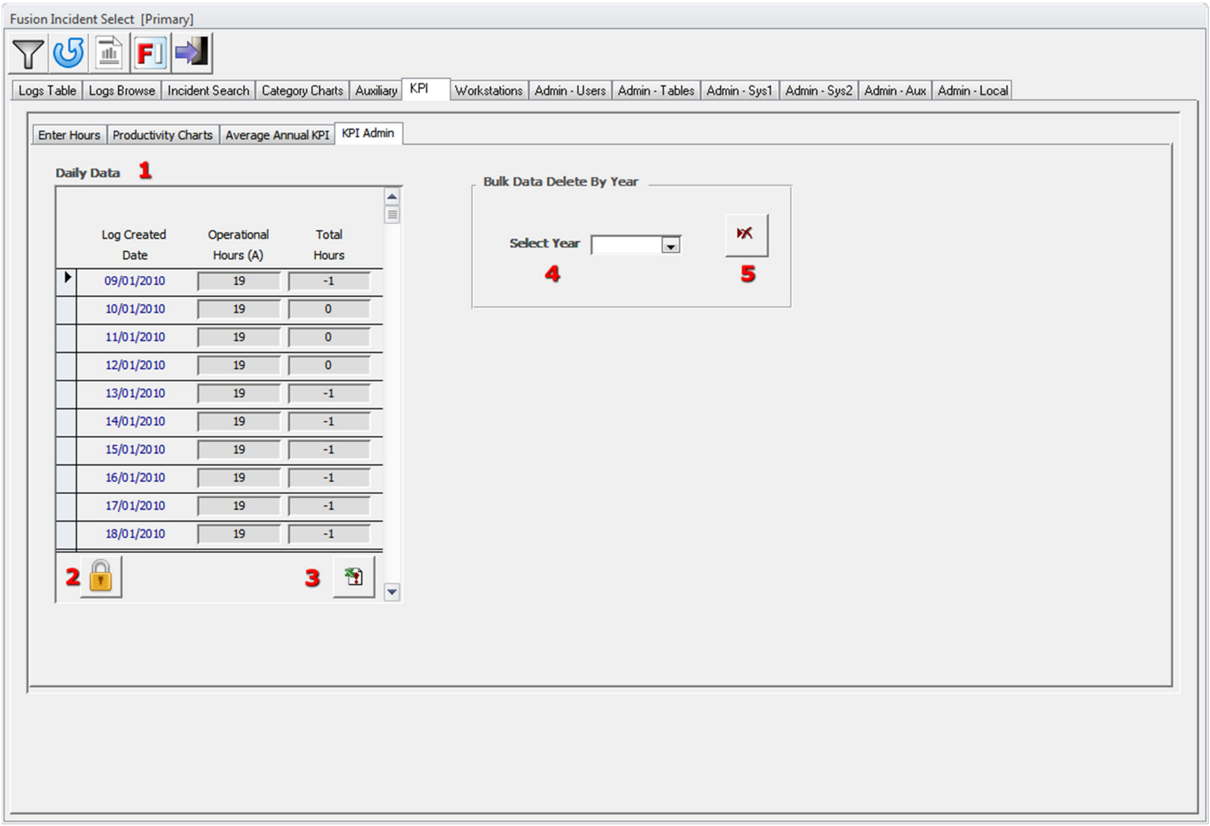
This tab collects all the KPI data entered from the ‘Enter Hours’ tab and combines it with the Budgets and Contributions inputs to produce the average annual KPI’s.

Average Annual KPI		
#	**Name**	**Description / Function**
1	Select Year	Select the required year
2	Unlock	Use the Unlock button to edit the table and set the numeric values (must be integers) as required.
3	Tabular Values	Enter the numeric integer values as required. The ‘In Service Camera Count’ is calculated from the Cameras table , accessed via the ‘Admin-Tables’ tab, where each camera is defined with an In-Service and Out-Of-Service date.
4	Calculate	With the correct inputs entered, use this button to update the average annual KPI’s. This will recalculate all the productivity values for the year selected and consequently may take a while to complete.

Average Annual KPI Statistics			
#	**Name**	**Calculation**	**Description**
A	System Productivity	Number of Incidents / Total Operational Hours. Units: Incidents / hour	Average number of incidents per active monitoring period. This indicator will measure the work output of a CCTV scheme.
B	Camera Operational Cost	Total cost of scheme / Total number of cameras/ Total operational hours Units: £/camera/ hour	Total Cost of the scheme per camera per operational hour. This indicator is based on the nationally recognised CIPFA model for Local Authority accounting to ensure consistency in the resultant calculation. The indicator measures the total cost of operating a CCTV system over a financial year in terms of a single unit of one camera per operational hour.
C	External Contributions	Total external contributions / Total cost of scheme x 100 Units: %	Percentage of total Cost funded from external contributions. This indicator is to show how much of the schemes operational cost is funded from external sources other than from within the Organisation.
D	All Contributions	Total contributions / Total cost of scheme x 100 Units: %	Percentage of total Cost funded from all contributions. This indicator is to show how much of the schemes operational cost is funded from clients within the Organisation and external sources.
E	System Efficiency	Total cost of the scheme / Number of Incidents Units: £/Incident	Cost per incident. This indicator assesses the economy and efficiency, and to some extent the effectiveness of the monitoring system.
F	Recorded Evidence Efficiency A	Total number of request to views / Total number of cameras Units: RTV/Camera	Number of evidence reviews performed and evidence seizures. These indicators assess the use made of recordings and their usefulness.
G	Recorded Evidence Efficiency B	Total number of request to views / Total number of evidence seizures Units: RTV/RTVS	Number of evidence reviews performed and evidence seizures. These indicators assess the use made of recordings and their usefulness.

KPI Statistics Definitions		
#	**Name**	**Definition**
1	Number of Incidents	The Number of Incidents is defined as those logged on the system.
2	Total Operational Hours	Total Operational Hours is to aggregate hours for all the staff where only hours spent actively monitoring live cameras is counted, ie specifically excluding managerial/supervisory time on non-monitoring activities; Evidence review/copy/distribution; administration; training.
3	Total cost of the scheme	Staffing Budget + Maintenance Budget
4	Total contributions	Total external contributions + Total internal contributions
5	Total number of request to views	Total number of request to views (RTV) is defined as those logged on the system.
6	Total number of evidence seizures	Total number of request to views with evidence seizure (RTVS) is defined as those logged on the system.

5.3.11.5 KPI Admin

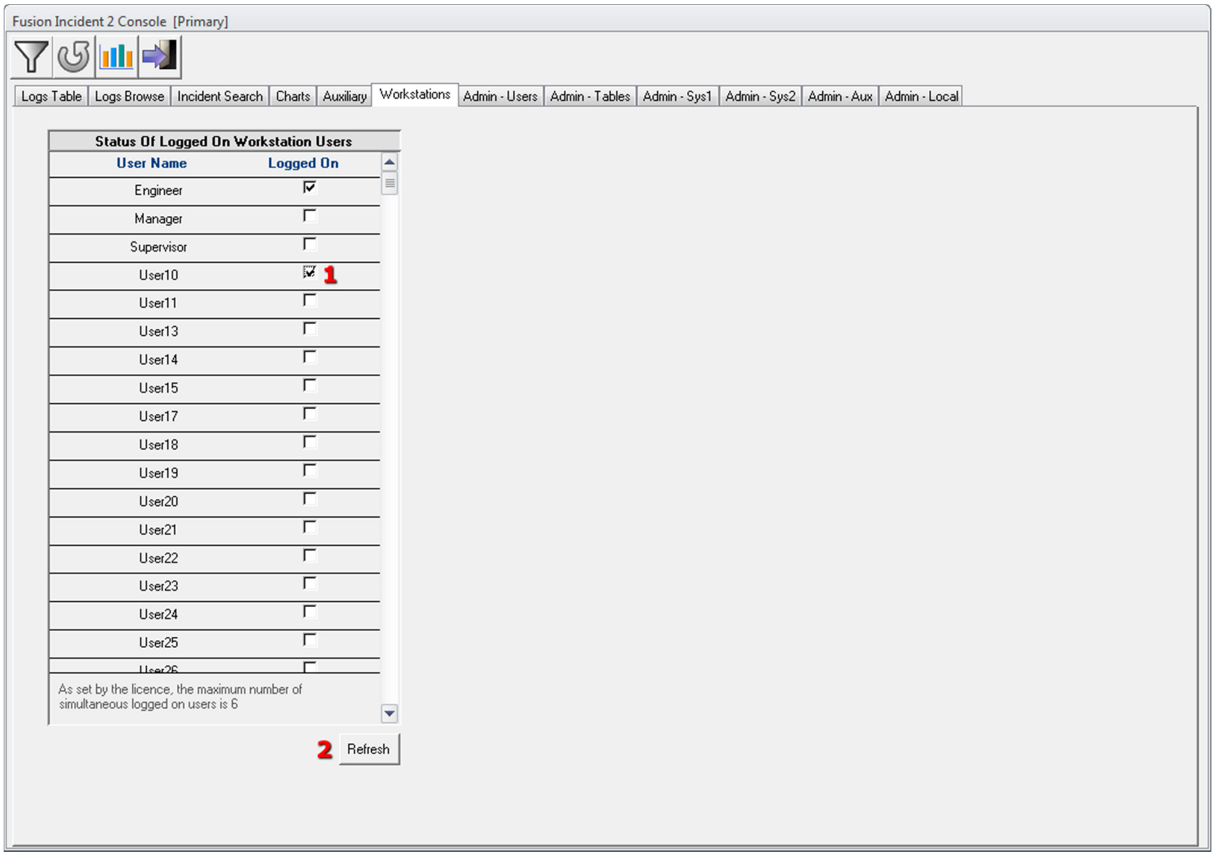

Fusion Incident Select [Primary]
Logs Table
Logs Browse
Incident Search
Category Charts
Auxiliary
KPI
Workstations
Admin - Users
Admin - Tables
Admin - Sys1
Admin - Sys2
Admin - Aux
Admin - Local
Enter Hours
Productivity Charts
Average Annual KPI
KPI Admin
Daily Data
1
2
3
Bulk Data Delete By Year
Select Year
4
5

Log Created Date	Operational Hours (A)	Total Hours
09/01/2010	19	-1
10/01/2010	19	0
11/01/2010	19	0
12/01/2010	19	0
13/01/2010	19	-1
14/01/2010	19	-1
15/01/2010	19	-1
16/01/2010	19	-1
17/01/2010	19	-1
18/01/2010	19	-1

Summary:
This tab provides the operator with the ability to view/modify/delete the daily core data stored in an unrestricted table. *In addition there is the facility to completely delete all KPI data on an annual basis. There is no 'undo' facility , therefore operators should be very careful when using this feature and should also ensure there are adequate backups, should they be required to restore KPI data at a later time.* Backups may be produced manually using the Admin-Sys2 tab, Backup Databases section.

KPI Admin		
#	**Name**	**Description / Function**
1	Daily Data	This table is continuous across all initialised days for all years in the database.
2	Unlock	Unlock the Daily Data table for modify/delete.
3	Refresh	Refreshes the table – for use following deletion.
4	Select Year	Select the required year when wanting to delete a whole year of KPI data.
5	Delete	Deletes all KPI data for the selected year (with an option to cancel): • All timesheet data for Operational and Total hours (daily core data) • The year entry in the Year table • Budgets and Contributions *There is no 'undo' facility, see summary above.*

5.3.12 “Workstations” Tab


Fusion Incident 2 Console [Primary]
Logs Table
Logs Browse
Incident Search
Charts
Auxiliary
Workstations
Admin - Users
Admin - Tables
Admin - Sys1
Admin - Sys2
Admin - Aux
Admin - Local
1
2
Refresh

Status Of Logged On Workstation Users

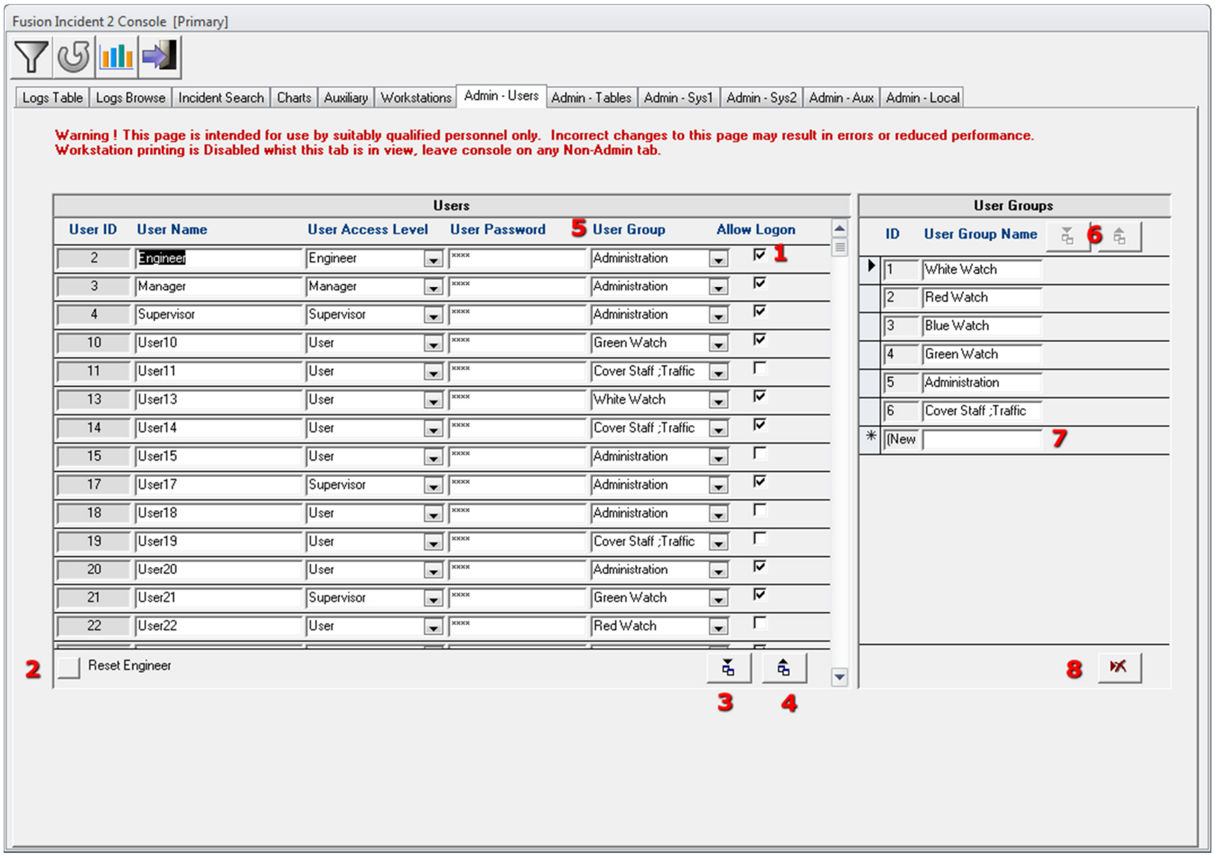
User Name	Logged On
Engineer	☑
Manager	☐
Supervisor	☐
User10	☑
User11	☐
User13	☐
User14	☐
User15	☐
User17	☐
User18	☐
User19	☐
User20	☐
User21	☐
User22	☐
User23	☐
User24	☐
User25	☐
User26	☐

As set by the licence, the maximum number of simultaneous logged on users is 6

Summary:
This tab shows the currently logged on users at the Fusion Incident Workstations.

#	Name	Description / Function
1	Users checkbox	If this is checked it means the user is currently logged on at a Workstation. If there has been a fault with the host PC and/or software it is possible that the Console will incorrectly show a user as logged-on. If this happens an administrator can reset the logged-on status by clearing the checkbox.
2	Refresh	Shows the latest logged on information

5.3.13 “Admin - Users” Tab



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Workstation printing is Disabled whist this tab is in view, leave console on any Non-Admin tab.

Users

User ID	User Name	User Access Level	User Password	User Group	Allow Logon
2	Engineer	Engineer	****	Administration	☑
3	Manager	Manager	****	Administration	☑
4	Supervisor	Supervisor	****	Administration	☑
10	User10	User	****	Green Watch	☑
11	User11	User	****	Cover Staff ;Traffic	☐
13	User13	User	****	White Watch	☑
14	User14	User	****	Cover Staff ;Traffic	☑
15	User15	User	****	Administration	☐
17	User17	Supervisor	****	Administration	☑
18	User18	User	****	Administration	☐
19	User19	User	****	Cover Staff ;Traffic	☐
20	User20	User	****	Administration	☑
21	User21	Supervisor	****	Green Watch	☑
22	User22	User	****	Red Watch	☐

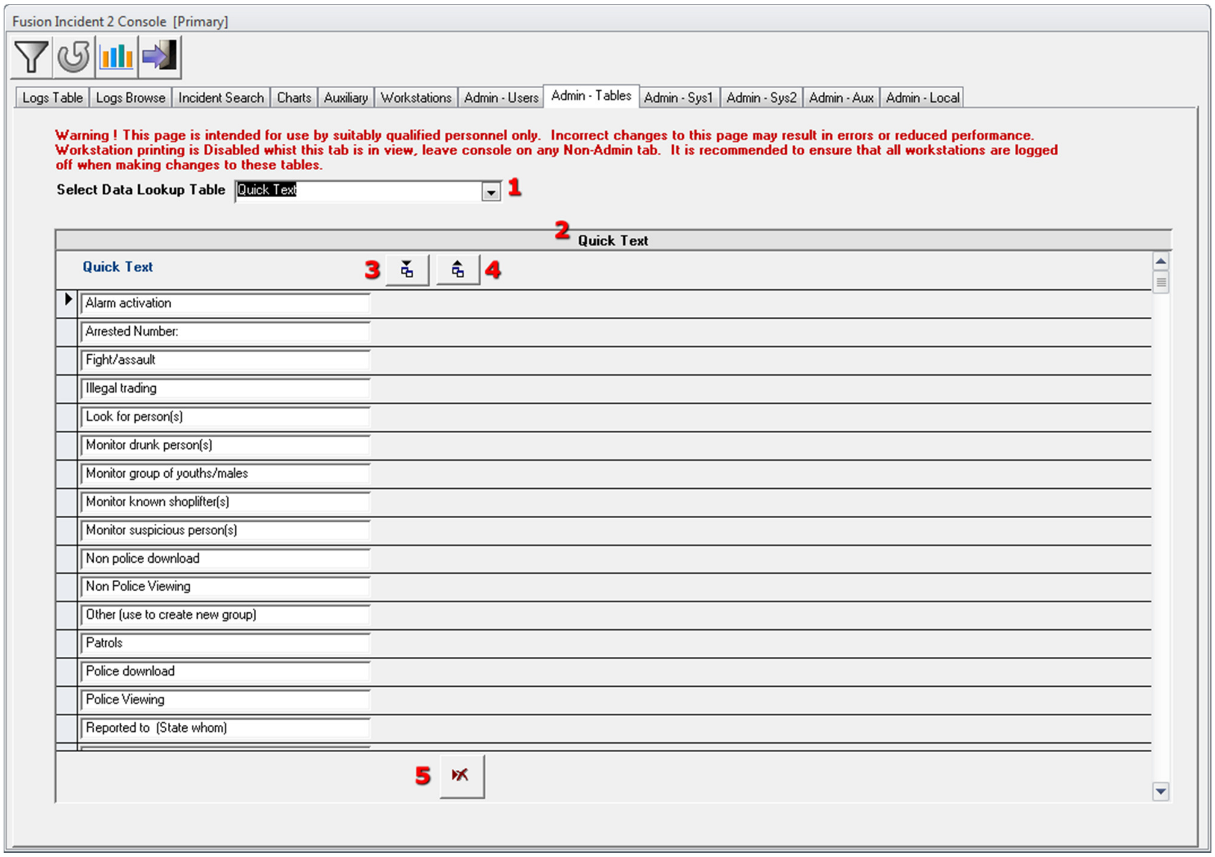
User Groups

ID	User Group Name
1	White Watch
2	Red Watch
3	Blue Watch
4	Green Watch
5	Administration
6	Cover Staff ;Traffic
(New	

Summary:
This tab is accessible to managers and above.
Use this tab carefully to add, remove and modify user settings.
NB: Users can change their passwords from the Workstation’s main menu.

#	Name	Description / Function
1	Users configuration	Edit the user’s name; access level; their password; whether they are allowed to logon to the workstations and consoles. Users should not be deleted from the system, otherwise related logs may be lost.
2	Reset Engineer	This function will reset the Engineer’s password to the factory default setting.
3	Import Users	Imports from a csv file. See imports or exports folder for an example. Following an import the passwords will need to be manually set for those users who require logon rights to the workstations and consoles.
4	Export Users	Exports user list to a csv file, excluding passwords.
5	User Group	Users must now belong to a user Group.
6	User Group Import and Export	There is currently no export and import for User Groups
7	Add to User Groups	Add the required User Group name.
8	Delete a User Group	If the User Group is not in use, it may be deleted.

5.3.14 “Admin - Tables” Tab



Warning ! This page is intended for use by suitably qualified personnel only. Incorrect changes to this page may result in errors or reduced performance. Workstation printing is Disabled whist this tab is in view, leave console on any Non-Admin tab. It is recommended to ensure that all workstations are logged off when making changes to these tables.

Select Data Lookup Table: Quick Text

Quick Text

Quick Text
Alarm activation
Arrested Number:
Fight/assault
Illegal trading
Look for person(s)
Monitor drunk person(s)
Monitor group of youths/males
Monitor known shoplifter(s)
Monitor suspicious person(s)
Non police download
Non Police Viewing
Other (use to create new group)
Patrols
Police download
Police Viewing
Reported to (State whom)

Summary:

This tab is accessible to managers and above.

Use this tab carefully to make changes to any of the look-up tables.

#	Name	Description / Function
1	Select data look-up table	Select a table from the list.
2	Table name	The table name is confirmed.
3	Import	Imports from a csv file. See imports or exports folder for an example.
4	Export	Exports to a csv file , folder set by Admin-Local tab.
5	Delete	Deletes the selected item if not used in the system’s database, see below.

Data Look-Up Tables							
No.	Name	Related Data	Description / Function	Allow Delete	Import	Export	Other Features
1	Areas	Incident Logs	Typically, areas can be geographical, political or organisational. Each Incident Log belongs to an Area.	Yes	Yes	Yes	-
2	Boroughs	Areas	Each Area must belong to a Borough.	Yes	Yes	Yes	-
3	Cameras	Incident Logs	Each Incident Log will have 1 to 3 cameras associated – even if the camera is “None” or “Unknown” or “Not Used”.	Yes	Yes	Yes	See below
4	Contacts: Category	Contacts records	Each Contact record must belong to a category.	Yes	No	No	-
5	Dynamic Fields	Incident Logs & RTVS	Set the Dynamic Field Names as required at the start of the proper use of the system. The names are limited to 16 characters and should be set to agree with the particular	No	No	No	Reset

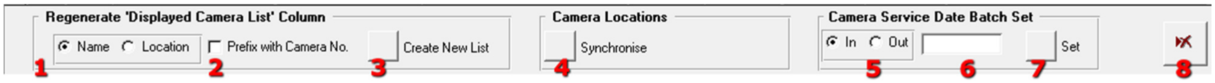
Data Look-Up Tables							
No.	**Name**	**Related Data**	**Description / Function**	**Allow Delete**	**Import**	**Export**	**Other Features**
		records	operational requirements of the control centre.				
6	Evaluation: Evidence In Court	Evaluation record	Used in Q4.	Yes	No	No	-
7	Evaluation: No Support Reason	Evaluation record	Used in Q5.	Yes	No	No	-
8	Evaluation: Police Stations	Evaluation record	Used in header information	Yes	No	No	-
9	Evidence Destinations	RTVS records	Each Media entry for an RTVS record must have a destination set.	Yes	No	No	-
10	Gallery: Category	Gallery record.	Each Gallery record must belong to a category.	Yes	No	No	-
11	Incident Types	Incident Logs	Standard set of category types to enhance statistical analysis. Each Incident Log must have an Incident Type set.	Yes	Yes	Yes	-
12	Locations table	Incident Logs	Typically, roads, buildings, shops etc. Each Incident Log must have a Location set.	Yes	Yes	Yes	-
13	Media Types	RTVS records	Each Media entry for an RTVS record must have a type set.	Yes	No	No	-
14	Organisations	RTVS records	Each Reviewer entry for an RTVS record must have an Organisations set.	Yes	No	No	-
15	Outcomes	Incident Logs	Set the Outcome labels as required at the start of the proper use of the system. Each outcome is a yes/no field.	No	No	No	Reset
16	Police National Codes	Incident Logs	Optional, standard list	No	No	Yes	See below
17	Quick Text	Incident Logs	Items can be added and modified in this table	Yes	Yes	Yes	-
18	Source table	Incident Logs	Incident logs can be categorised to enhance statistical analysis. Each Incident Log must have a Source set.	Yes	Yes	Yes	-

1. Entries in all tables can be added, modified and deleted where allowed as shown in the above table.
2. Where Deletion is allowed, it can only be performed when the item in the look-up table is NOT in use in any of the linked tables: eg if an Area called “High Street” has been used for an Incident Log the system will not allow the Deletion to proceed and the operator will be advised on the frequency of use for the item: this is to prevent “bad” data from being created in the database.
3. If the database requires significant removal of unwanted data it is advisable to contact your supplier/support provider for further assistance.
4. As with all significant data edits, it is strongly advised to perform a data-backup before proceeding.

5.3.14.1 Cameras Table

The Cameras table has the following unique features including a new feature for Camera Service dates.

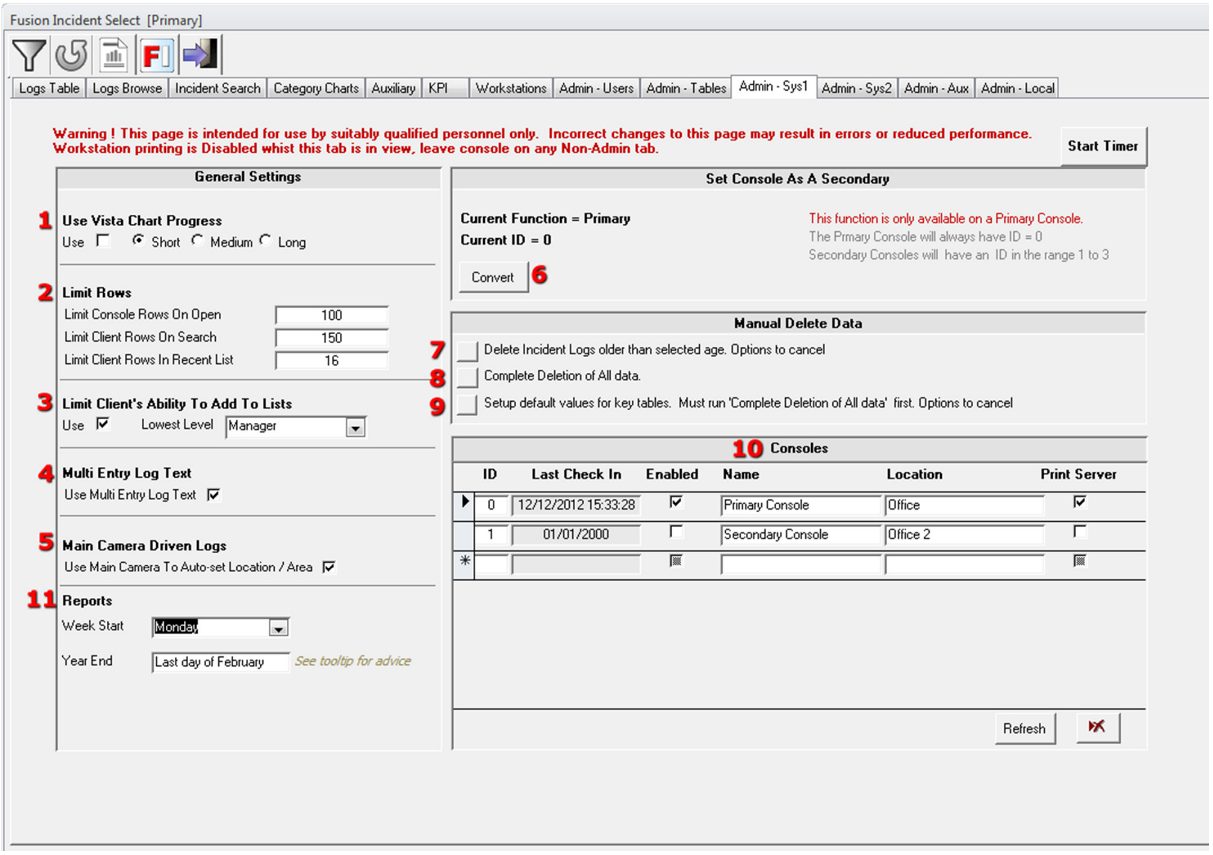
FI Select New Feature



#	Name	Description / Function
1	Name/Location	The Name for the displayed Camera list can either be based on it's Name or Location field.
2	Prefix with Camera No.	The Name for the displayed Camera list can optionally have it's ID number used as a prefix, eg "125: Bus Station Entrance"
3	Create New List	Clicking this button will completely reset the displayed Camera list based on the settings #1,2. NB: the system must have a camera with the Name and Displayed Camera List = 'None', as the Workstations will use this as a preferred default value (it should not be prefixed with the camera number). The system should automatically check for the presence of this camera and create or correct it if not present.
4	Synchronise	This is a function that is typically used when a new set of Cameras has been added by using the Import facility: if any of the Camera's locations are not in the Locations table they can be added by using this button. This is important when using the "Main Camera Driven Logs" – see Admin-Sys1 tab.
5	Camera Service Batch Set: In/Out	Set which date to set
6	Camera Service Batch Set: Date	Enter the date, using the in-built calendar
7	Camera Service Batch Set: Set	Use this button to enter the series if dialogs to complete the setting up of 1 to N cameras In or Out of Service Dates. NB It is possible to clear dates by leaving the Date box in #6 empty.
8	Delete	Deletes the selected item if not used in the system's database.

If a Camera Location is manually added, the System will advise if this Location is not present in the Locations table and offer the user the chance to add it. The East/North settings will be added to the Camera Lists and displayed as a tool tip.

5.3.15 “Admin – System 1” Tab


Fusion Incident Select [Primary]
Logs Table
Logs Browse
Incident Search
Category Charts
Auxiliary
KPI
Workstations
Admin - Users
Admin - Tables
Admin - Sys1
Admin - Sys2
Admin - Aux
Admin - Local
Start Timer
General Settings
Set Console As A Secondary
Convert
Manual Delete Data
Consoles
Refresh
1
2
3
4
5
6
7
8
9
10
11

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Use Vista Chart Progress
Use ☐ ● Short ○ Medium ○ Long

Limit Rows

Limit Console Rows On Open	100
Limit Client Rows On Search	150
Limit Client Rows In Recent List	16

Limit Client's Ability To Add To Lists
Use ☑ Lowest Level Manager

Multi Entry Log Text
Use Multi Entry Log Text ☑

Main Camera Driven Logs
Use Main Camera To Auto-set Location / Area ☑

Reports
Week Start Monday
Year End Last day of February *See tooltip for advice*

Current Function = Primary
Current ID = 0

This function is only available on a Primary Console.
The Prmary Console will always have ID = 0
Secondary Consoles will have an ID in the range 1 to 3

☐ Delete Incident Logs older than selected age. Options to cancel
☐ Complete Deletion of All data.
☐ Setup default values for key tables. Must run 'Complete Deletion of All data' first. Options to cancel

ID	Last Check In	Enabled	Name	Location	Print Server
0	12/12/2012 15:33:28	☑	Primary Console	Office	☑
1	01/01/2000	☐	Secondary Console	Office 2	☐
		▨			▨

Summary:
This tab is accessible to managers and above.
Use this tab carefully to make changes to the System Setup.

#	Name	Description / Function
1	Use Vista Chart Progress	This is a workaround for an Issue with Microsoft graphs and Microsoft Vista / Windows 7. If using Windows XP this feature can be disabled by unchecking the box. If using Vista / Windows 7 check the box and select Short. Test by viewing any of the graph tabs. If the graph appears the correct setting is being used, if not select medium or long as appropriate.
2	Limit Rows	1. Set the limit for the maximum number of rows to be returned when the Console is opened, ie in the ‘Incident Log Table Tab’. 2. Set the limit for the maximum number of rows to be returned in the Workstation (Client) following a search. 3. Set the limit for the maximum number of rows to be returned in the Workstation (Client) following a search for Incidents or RTVS records.
3	Limit Client’s Ability To Add To Lists	This function applies to the Workstation when an operator is creating/modifying a log and wishes to use a different Location or Type. To activate, tick the ‘Use’ checkbox. Then select the lowest level of operator that is allowed to add to lists, eg if Supervisor is selected then and ‘Use’ is checked, then only Supervisors and above will be allowed to add to these lists. If ‘Use’ is not checked, everyone can add to these lists.

#	Name	Description / Function
4	Multi Entry Log text	Up to Fusion Incident Console v 4.19.x.x and Workstation v2.0.x.x the handling of the log text (Incident Details) was as if this checkbox was unchecked. To enable the new Multi Entry Log Text entry tick this checkbox. If this is checked: • Each user can edit other users Incident Logs (except for Log Text) • Each user can add Log Text to an Incident • Each Incident Log's Details can comprise multiple Log Text entries • When a Log Text entry has been saved it cannot be edited later If this is NOT checked: • Each user can ONLY edit their own Incident Logs • Each Incident Log's Details comprises one Log Text entry that can be edited as required.
5	Main Camera Driven Logs	If selected , choosing the Main Camera can auto-populate the Area and Location textboxes (an 'Autoset' label appears if this occurs).
6	Set Secondary As A Console	Fusion Incident network must have a Primary Console and can have up to 3 secondary consoles. Use the Convert button to create a Secondary Console. See below for further information.
7	Manual Delete Data: Delete Incident Logs …	Use this function with extreme caution and always ensure there is a current backup of the data. Use this function to delete any number of Incident Logs and ALL associated data by age in weeks: In addition to Incident Logs all RTVS's and their associated Media & Reviewer's records plus The Evaluation record will be deleted. Progress is shown by % completed. NB There is no undo process for this function, deletion is permanent.
8	Manual Delete Data: Complete Deletion of All data	This function is now performed using the Microsoft SQL Server Management Studio and requires the loading and running of sql scripts to delete all user-generated data. Typically this would be performed by an engineer.
9	Manual Delete Data: Setup default values …	Use this function to add default look-up data to a blank database.
10	Consoles	Each Console should be named with a location. The Workstations will send their reports to their nominated Print Server. Check the Print Server box to be included in the Print Server list . Refresh: Refreshes the Console list. Delete: Deletes the selected Secondary Console from the list (the Primary Console cannot be deleted)
11	Reports **FI Select New Feature**	Set the Week Start day - usually Monday Set the Year End for the required accounting period: This can be entered in one of two ways: 3. Enter as a date with day and month (dd-mm) 4. Enter as text similar to "last day of feb"

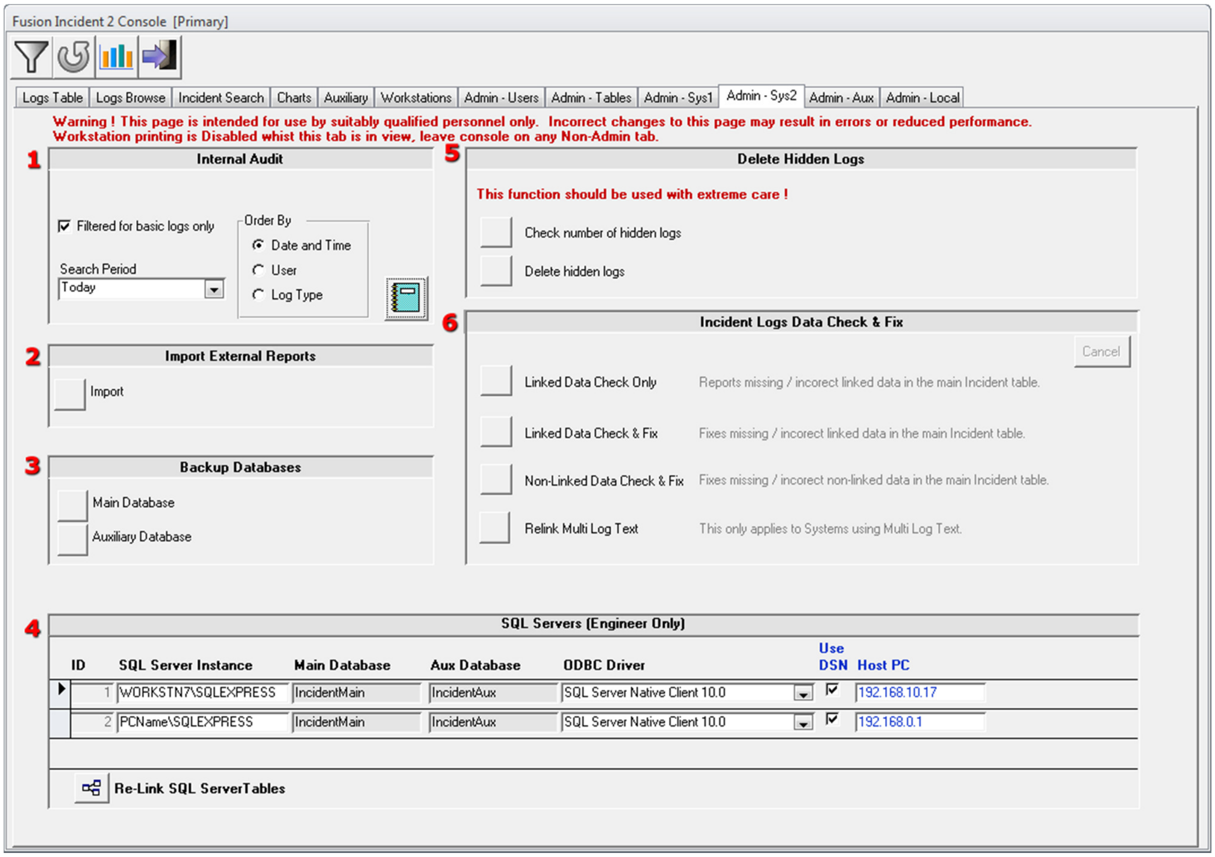
5.3.15.1 Setting a Secondary Console

The current licence controls (click the About button in the main toolbar to see the licence settings), the number of permitted Secondary Consoles:

Licence Max Console Count	Permitted number of Secondary Consoles
1	0
2	1
3	2
4	3

1. The following tasks would typically be performed by an engineer.
2. Goto the Primary Console and if running Quit.
3. Install Console on the target PC that is to host a Secondary Console, in the same manner as previously conducted for the Primary.
4. Run this Console, which will assume the identity of a Primary.
5. Logon at a Manager or higher level and goto the Admin-Sys1 tab
6. Enter this new Secondary Console into the table marked “Consoles”, with the correct ID value, set Enabled checkbox as True, and add suitable text for the Name and Location.
7. If this console is to be used as a Print Server, set this checkbox as true.
8. Use the Convert button in the “Set Console As A Secondary” section.
9. Select ID=1 for the 1st Secondary Console, ID=2 for the 2nd Secondary Console, etc
10. Fusion Incident will now close
11. Restart and note the new Identity is the required Secondary Console
12. All tabs should be visible

5.3.16 “Admin – System 2” Tab


Fusion Incident 2 Console [Primary]
Logs Table
Logs Browse
Incident Search
Charts
Auxiliary
Workstations
Admin - Users
Admin - Tables
Admin - Sys1
Admin - Sys2
Admin - Aux
Admin - Local
1
Internal Audit
2
Import External Reports
Import
3
Backup Databases
Main Database
Auxiliary Database
4
SQL Servers (Engineer Only)
Re-Link SQL ServerTables
5
Delete Hidden Logs
Check number of hidden logs
Delete hidden logs
6
Incident Logs Data Check & Fix
Cancel
Linked Data Check Only
Linked Data Check & Fix
Non-Linked Data Check & Fix
Relink Multi Log Text

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Workstation printing is Disabled whist this tab is in view, leave console on any Non-Admin tab.

☑ Filtered for basic logs only

Search Period: Today

Order By:
● Date and Time
○ User
○ Log Type

This function should be used with extreme care !

Linked Data Check Only – Reports missing / incorrect linked data in the main Incident table.

Linked Data Check & Fix – Fixes missing / incorrect linked data in the main Incident table.

Non-Linked Data Check & Fix – Fixes missing / incorrect non-linked data in the main Incident table.

Relink Multi Log Text – This only applies to Systems using Multi Log Text.

ID	SQL Server Instance	Main Database	Aux Database	ODBC Driver	Use DSN	Host PC
1	WORKSTN7\SQLEXPRESS	IncidentMain	IncidentAux	SQL Server Native Client 10.0	☑	192.168.10.17
2	PCName\SQLEXPRESS	IncidentMain	IncidentAux	SQL Server Native Client 10.0	☑	192.168.0.1

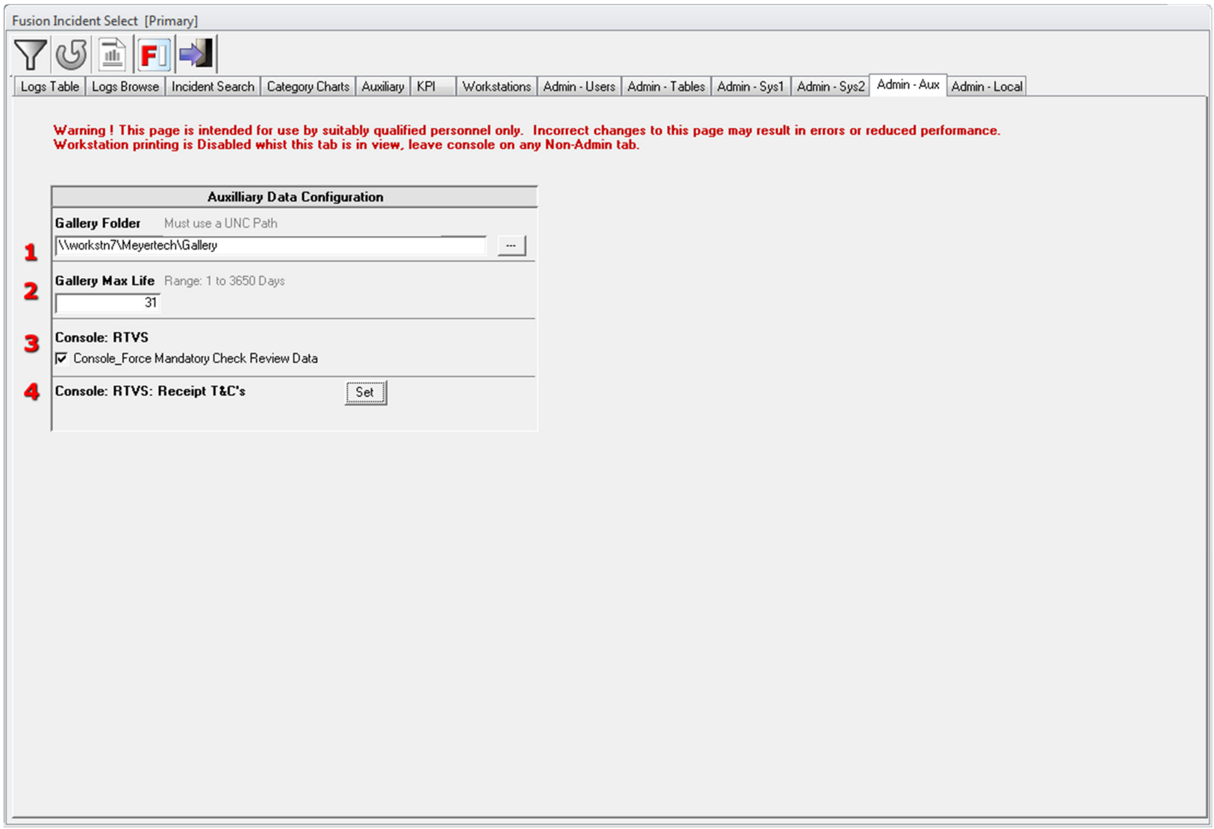
Summary:

This tab is accessible to managers and above.
Use this tab carefully to make changes to the System Setup.

#	Name	Description / Function
1	Internal Audit	Fusion Incident will save an audit of major functions and events. Use these controls to filter, view and print these logs.
2	Import External Reports	Fusion Incident has several standard reports. For some control center’s it may be required to use bespoke reports – which can be delivered in a standard Microsoft Access form and imported as required. For further advice please seek assistance from your supplier/support provider.
3	SQL Servers	This is an Engineer’s tool that is only required when testing with multiple instances of SQL Server.
4	Backup Databases	Each of the databases can be backed up on demand. Backups are typically stored on the SQL server at C:\SQLServer\backups
5	Delete Hidden Logs	Any log with 'Hide' checked will no longer be displayed or be part of a search results set unless the search settings include the Hidden logs Hidden logs can be un-hidden by editing a log. They can be deleted using this function. There is no Undo. The operator can 1st check the number of hidden logs to see if the number is sensible and then proceed with the delete, using the other button, if required. Progress is shown by % completed.

#	Name	Description / Function
6	Data Check and Fix	This is an Engineer type set of functions that can be used to "correct" the main Incident Logs data where linked tables no longer contain the initial look-up data – sometimes caused by system crashes: Linked Data Check Only: Data will not be changed, it will be reported. Linked Data Check & Fix: Data will be changed & reported. Non-Linked Data Check Only: Data will be changed &reported. Multi-Log text: Re-Concatenate Logtext: This function may take a while to run and should only be used following database errors.

5.3.17 "Admin – Auxiliary" Tab


Fusion Incident Select [Primary]
Logs Table
Logs Browse
Incident Search
Category Charts
Auxiliary
KPI
Workstations
Admin - Users
Admin - Tables
Admin - Sys1
Admin - Sys2
Admin - Aux
Admin - Local
Auxilliary Data Configuration
1
2
3
4
...
Set

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Workstation printing is Disabled whist this tab is in view, leave console on any Non-Admin tab.

Gallery Folder Must use a UNC Path
\\workstn7\Meyertech\Gallery

Gallery Max Life Range: 1 to 3650 Days
31

Console: RTVS
☑ Console_Force Mandatory Check Review Data

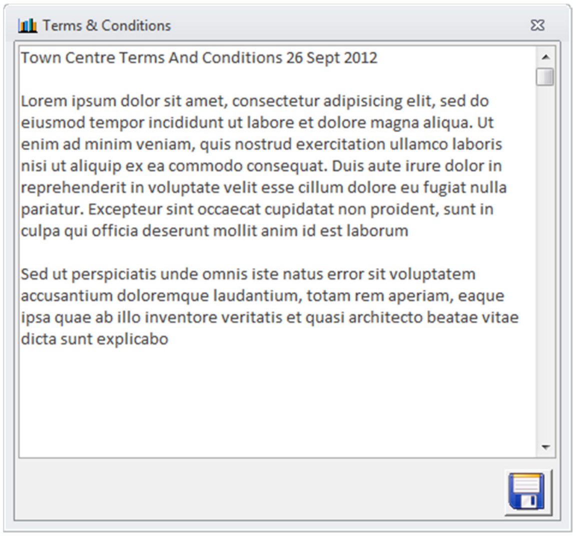
Console: RTVS: Receipt T&C's

Summary:
This tab is accessible to managers and above.
Use this tab carefully to make changes to the System Setup.

#	Name	Description / Function
1	Auxiliary Data Configuration: Gallery Folder	Set the Gallery location. This is a central shared folder where all users have read/write permissions.
2	Gallery Max Life	Sets the maximum age of a Gallery record before the system will request the operator to Delete or Retain.
3	Console RTVS	RTVS records can either be minimal (as generated by a Workstation) or they can be comprehensive (as generated by a Console). If checked the System will advise the user to complete a full RTVS record before saving, e.g. Reviewers, Media, Review Datim & Requestee Details.
4	Console RTVS: Receipt FI Select New Feature	Click the 'Set' button to open the 'Terms and Conditions' form.

5.3.17.1 Terms and Conditions

FI Select New Feature



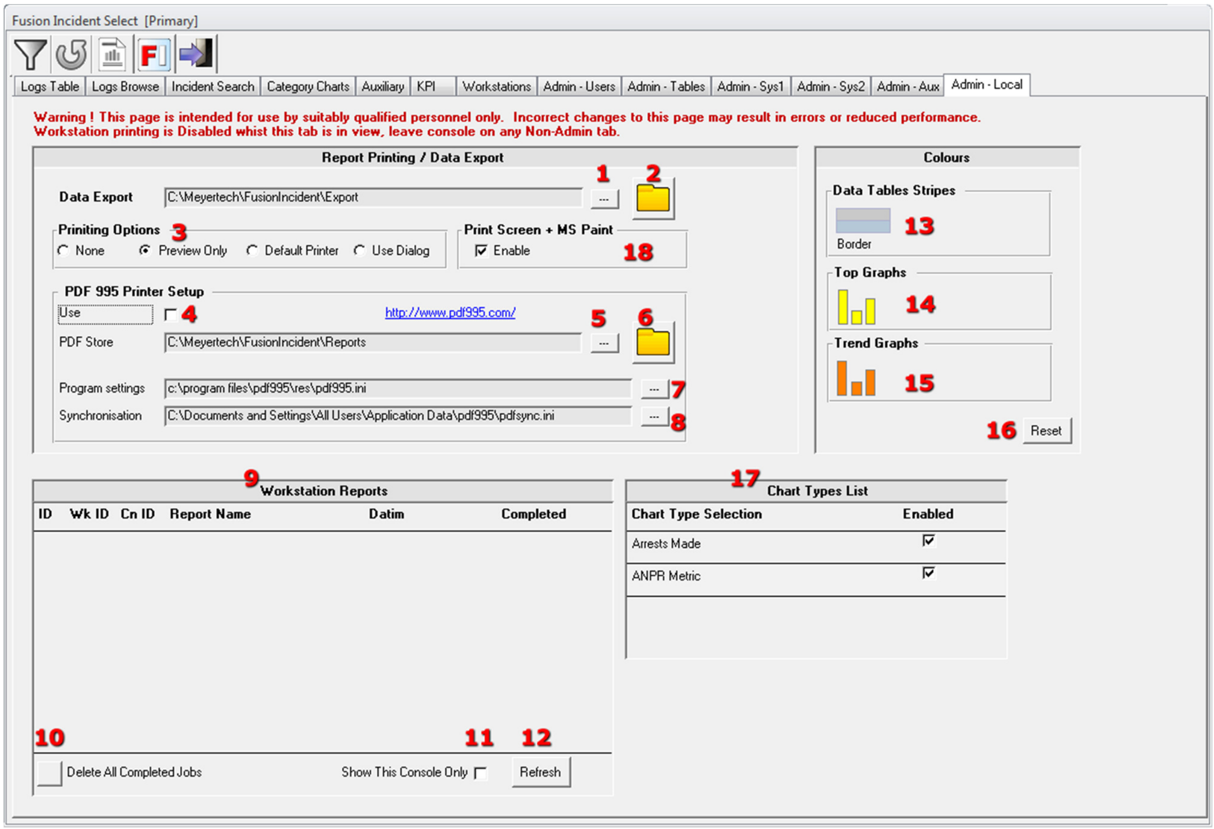
Town Centre Terms And Conditions 26 Sept 2012

Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illo inventore veritatis et quasi architecto beatae vitae dicta sunt explicabo

Enter the text required to represent the Terms & Conditions for the RTVS receipt. This can be text manually entered or copied from another source. It will only accept basic formatting using new lines and spaces.

5.3.18 “Admin-Local” Tab



Fusion Incident Select [Primary]

Warning ! This page is intended for use by suitably qualified personnel only. Incorrect changes to this page may result in errors or reduced performance.
Workstation printing is Disabled whist this tab is in view, leave console on any Non-Admin tab.

Report Printing / Data Export

Data Export: C:\Meyertech\FusionIncident\Export

Priniting Options: ○ None ● Preview Only ○ Default Printer ○ Use Dialog

Print Screen + MS Paint: ☑ Enable

PDF 995 Printer Setup

Use ☐ http://www.pdf995.com/

PDF Store: C:\Meyertech\FusionIncident\Reports

Program settings: c:\program files\pdf995\res\pdf995.ini

Synchronisation: C:\Documents and Settings\All Users\Application Data\pdf995\pdfsync.ini

Workstation Reports

ID	Wk ID	Cn ID	Report Name	Datim	Completed

Delete All Completed Jobs — Show This Console Only ☐ — Refresh

Chart Types List

Chart Type Selection	Enabled
Arrests Made	☑
ANPR Metric	☑

Summary:
This tab is accessible to managers and above.
Use this tab carefully to make changes to the Local System Setup (i.e. different for each Console).

#	Name	Description / Function
1	Data Export: set the folder	Use this to set the standard folder to save export files
2	Data Export: show the folder	Opens a windows explorer folder.
3	Printing Options	None: do nothing Preview Only: displays print preview (typically used for tests) Default Printer: sends all reports to the default Windows printer Select a Printer with Dialog: By using the print dialog menu the operator can select from all available printers.
4	PDF 995 Printer Setup: Use	Select this checkbox to automatically create and store a PDF version of all Fusion Incident reports. This is independent of the ‘Printing Options’. The PDF printing feature will not be enabled if the System detects that the PDF995 software is neither installed or configured correctly. Refer to the web link.
5	PDF 995 Printer Setup: set the folder	Use this to set the root folder to save all PDF files. Each file is then saved in a hierarchical set of folders based on the date the report was produced and the Console that was used.
6	PDF 995 Printer Setup: show the folder	Opens a windows explorer folder.
7	PDF 995 Printer Setup: Program Settings	Use this button to locate the PDF995 program synchronisation file: pdfsync.ini.
8	PDF 995 Printer Setup: Synchronisation	Use this button to locate the PDF995 program setup file: pdf995.ini

#	Name	Description / Function
9 to 12	Workstation Reports:	Delete all completed jobs
13 to 16	Colours	Reset if required. Select a new colour from the available Basic Colours.
17	Chart Types List	Select those required for the system
18	Print Screen + MS Paint **FI Select New Feature**	Select this feature to show button on Trend and Category charts that allows user to copy current chart form to the Windows clipboard and open Microsoft Paint if available. The user is then required to follow manual steps to paste, crop, copy/save as required.

6 Routine Maintenance

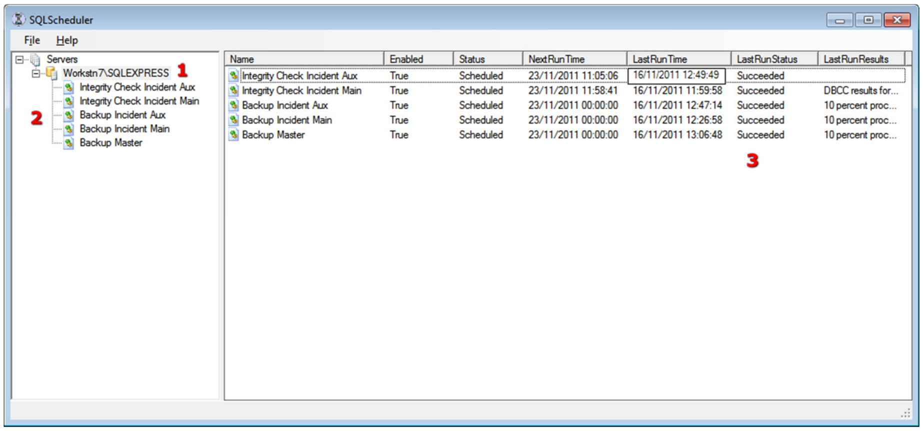
6.1 General Checks

- PC: Hard disk space: Check the available Hard disk space on the main system disk. If less than 1GB is available, consider compressing and/or removing or archiving Fusion Incident backups. These are typically found at C:\SQLServer\Backups.
- Backups: Check that the backups are being saved correctly: Refer to section on SQL Server backups.
- ‘Old’ Incident Logs / Data: Use the Incident Search tab and yearly Incident Count Trend Graph to check the age of data in the database. Use the Admin-Sys1 tab Manual Delete Data > Delete Incident Logs > nn Weeks function to delete any number of Incident Logs and ALL associated data by age in weeks: In addition to Incident Logs all RTVS’s and their associated Media & Reviewer’s records plus The Evaluation record will be deleted.
- Old Print Instructions: Check that old Print Instructions are being removed automatically by the system by checking the Recent Workstation Reports in the Admin-Local tab. Use the ‘Delete All’ function if required (Manager + authority).

6.2 Database Maintenance & Backups

There are a number of tasks that can be run to perform general maintenance and backups of the Fusion Incident data. These tasks can either be scheduled to run weekly/daily as required and/ or can be run on-demand.

6.2.1 Viewing & Running Tasks

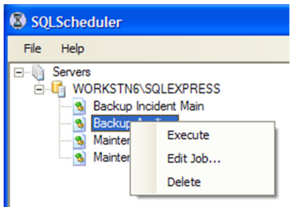


Name	Enabled	Status	NextRunTime	LastRunTime	LastRunStatus	LastRunResults
Integrity Check Incident Aux	True	Scheduled	23/11/2011 11:05:06	16/11/2011 12:49:49	Succeeded	
Integrity Check Incident Main	True	Scheduled	23/11/2011 11:58:41	16/11/2011 11:59:58	Succeeded	DBCC results for...
Backup Incident Aux	True	Scheduled	23/11/2011 00:00:00	16/11/2011 12:47:14	Succeeded	10 percent proc...
Backup Incident Main	True	Scheduled	23/11/2011 00:00:00	16/11/2011 12:26:58	Succeeded	10 percent proc...
Backup Master	True	Scheduled	23/11/2011 00:00:00	16/11/2011 13:06:48	Succeeded	10 percent proc...

Summary:
The SQL Scheduler can manage multiple Servers and tasks, although for most installations there will only be one server shown – the one that Fusion Incident is using.

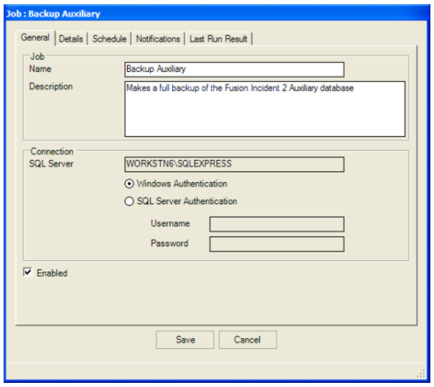
#	Name	Description / Function
1	SQL Server Instance	This is the instance name of Microsoft SQL Server 2008, which is a combination of the host PC name and the SQL Server process name.
2	Tasks	Any number of tasks can be shown in the left hand pane.
3	Status	The right hand pane will show the status and whether scheduled.

To run a task, right-click it in the left hand pane and select ‘Execute’.

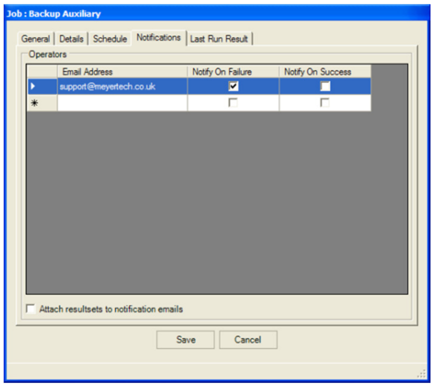

SQLScheduler
File
Help
Servers
WORKSTN6\SQLEXPRESS
Backup Incident Main
Backup
Mainter
Mainter
Execute
Edit Job…
Delete

6.2.2 Example Task

The screen-shots below show the complete setup of a backup task.

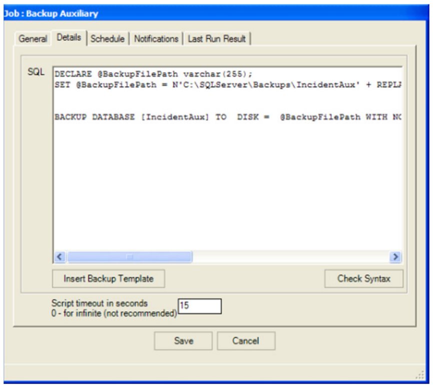

Job : Backup Auxiliary
General
Details
Schedule
Notifications
Last Run Result
Job
Connection
Save
Cancel

Name: Backup Auxiliary
Description: Makes a full backup of the Fusion Incident 2 Auxiliary database
SQL Server: WORKSTN6\SQLEXPRESS
● Windows Authentication
○ SQL Server Authentication
Username:
Password:
☑ Enabled


Job : Backup Auxiliary
General
Details
Schedule
Notifications
Last Run Result
Operators
Save
Cancel

Email Address	Notify On Failure	Notify On Success
support@meyertech.co.uk	☑	☐
	☐	☐

☐ Attach resultsets to notification emails

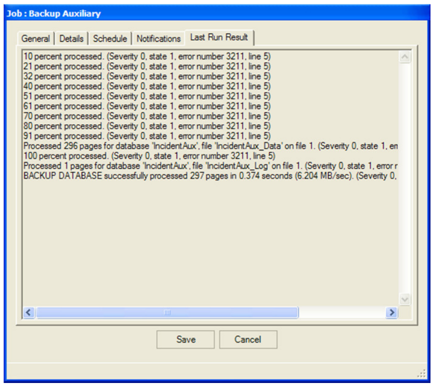

Job : Backup Auxiliary
General
Details
Schedule
Notifications
Last Run Result
Insert Backup Template
Check Syntax
Save
Cancel

SQL

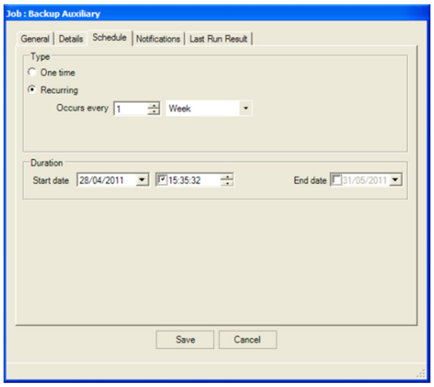
```
DECLARE @BackupFilePath varchar(255);
SET @BackupFilePath = N'C:\SQLServer\Backups\IncidentAux' + REPLA


BACKUP DATABASE [IncidentAux] TO  DISK =  @BackupFilePath WITH NC
```

Script timeout in seconds
0 - for infinite (not recommended): 15


Job : Backup Auxiliary
General
Details
Schedule
Notifications
Last Run Result
Save
Cancel

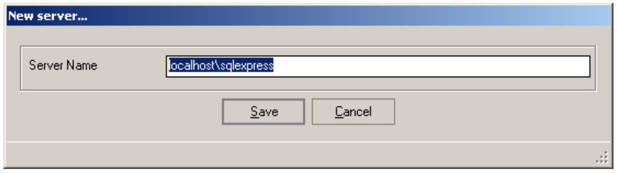
```
10 percent processed. (Severity 0, state 1, error number 3211, line 5)
21 percent processed. (Severity 0, state 1, error number 3211, line 5)
32 percent processed. (Severity 0, state 1, error number 3211, line 5)
40 percent processed. (Severity 0, state 1, error number 3211, line 5)
51 percent processed. (Severity 0, state 1, error number 3211, line 5)
61 percent processed. (Severity 0, state 1, error number 3211, line 5)
70 percent processed. (Severity 0, state 1, error number 3211, line 5)
80 percent processed. (Severity 0, state 1, error number 3211, line 5)
91 percent processed. (Severity 0, state 1, error number 3211, line 5)
Processed 296 pages for database 'IncidentAux', file 'IncidentAux_Data' on file 1. (Severity 0, state 1, en
100 percent processed. (Severity 0, state 1, error number 3211, line 5)
Processed 1 pages for database 'IncidentAux', file 'IncidentAux_Log' on file 1. (Severity 0, state 1, error r
BACKUP DATABASE successfully processed 297 pages in 0.374 seconds (6.204 MB/sec). (Severity 0,
```


Job : Backup Auxiliary
General
Details
Schedule
Notifications
Last Run Result
Type
Duration
Save
Cancel

○ One time
● Recurring
Occurs every: 1 Week
Start date: 28/04/2011 ☑ 15:35:32
End date: ☐ 31/05/2011

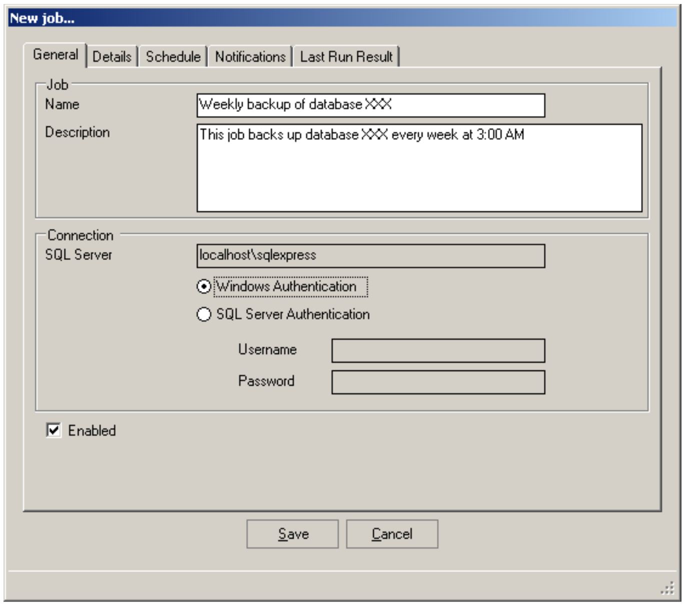
6.2.3 Tasks Setup

- Right click on the “Servers” node in the tree-view and choose “New Server”
- Type in the server name, SQL Server service name, or an IP address your SQL Server



Server Name: localhost\sqlexpress

- Click Save
- Right click on the new server node in the tree view, and choose “New Job”
- Enter the name and description of the new job
- Choose Windows Authentication or explicitly specify SQL Server credentials for the job. If Windows Authentication is chosen the job will be run under the account of the Windows service.



Name: Weekly backup of database XXX

Description: This job backs up database XXX every week at 3:00 AM

SQL Server: localhost\sqlexpress

● Windows Authentication

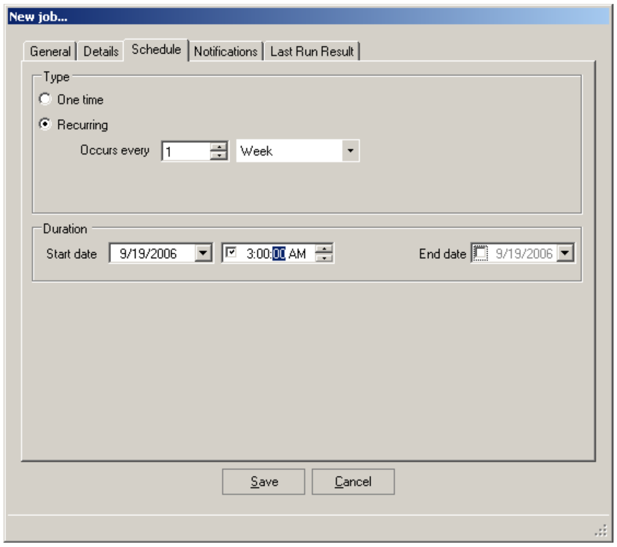
○ SQL Server Authentication

Username:

Password:

☑ Enabled

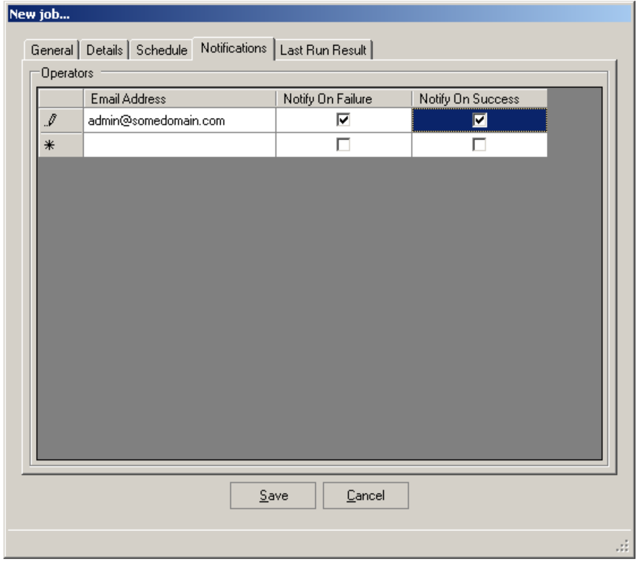
- Click on the Details tab and type / paste the SQL command (these commands can be developed and verified from within Microsoft SQL Server Management Studio and will typically make use of SQL Server Stored Procedures). For further advice please seek assistance from your supplier/support provider.
- Go to the Schedule tab and specify the interval and scheduling details:


New job...
General
Details
Schedule
Notifications
Last Run Result
Save
Cancel

Type
○ One time
● Recurring
Occurs every 1 Week

Duration
Start date 9/19/2006 ☑ 3:00:00 AM
End date ☐ 9/19/2006

- Go to the Notifications tab and enter the email address of the operator who should be notified if the job succeeds or fails

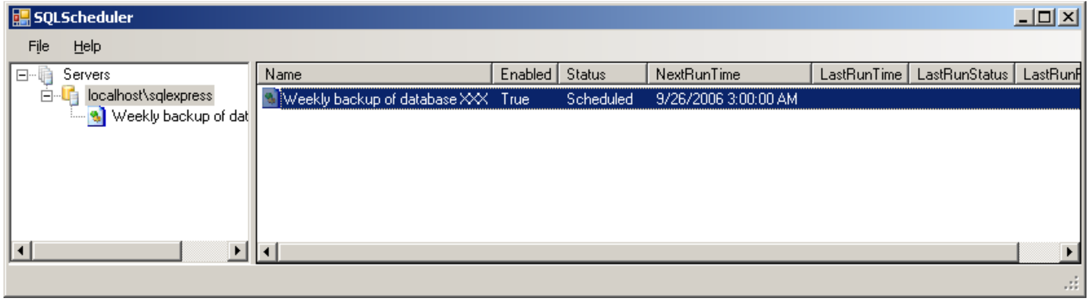

New job...
General
Details
Schedule
Notifications
Last Run Result
Save
Cancel

Operators

	Email Address	Notify On Failure	Notify On Success
✎	admin@somedomain.com	☑	☑
*		☐	☐

- Click Save

- The new job is now scheduled and is ready to be executed.


SQLScheduler
File
Help
Servers
localhost\sqlexpress
Weekly backup of dat

Name	Enabled	Status	NextRunTime	LastRunTime	LastRunStatus	LastRunR
Weekly backup of database XXX	True	Scheduled	9/26/2006 3:00:00 AM			

6.3 SQL Server Backups

The two Fusion Incident databases should be backed up on a regular basis to networked storage and/or off-site storage; this should be arranged with whoever is responsible for the network/PC's management. The backups will be stored typically at location 'C:\SQLServer\Backups' in files named typically 'IncidentMain …. <date>.bak' and 'IncidentAux …. <date>.bak' as created by SQL Server and the SQL Scheduler. These files can then be compressed and managed/backed-up accordingly.

6.4 Data Problems

As databases can get corrupted, and often get unwanted content, Meyertech offer a support service to 'clean up' customer's data. This can provided as a separate service as and when required or it can be included in an annual support contract.

The cleaning up of data will remove any inconsistencies and may also include an agreed set of data edits to improve the overall efficiency of the database.

For more information see the Support section at the end of this manual.

7 System Requirements

7.1 SQL Server

Key Requirements:

Framework	SQL Server Setup installs the following software components required by the product: .NET Framework 3.5 SP1 SQL Server Native Client SQL Server Setup support files
Software	SQL Server Setup requires Microsoft Windows Installer 4.5 or a later version
Internet Software	Microsoft Internet Explorer 6 SP1 or a later
Network	TCP/IP 100Mbit Ethernet (assuming no other software using significant network bandwidth)
Memory	RAM: Minimum: 512 MB Recommended: 2.048 GB or more Maximum: Operating system maximum Hard disk: 4GB (Dependent on amount of data stored)
Refer for more details: http://msdn.microsoft.com/en-us/library/ms143506%28v=sql.100%29.aspx	

7.2 Workstation

Fusion Incident Workstation Minimum System requirements:

OS	Windows XP Pro sp3; Vista Business, Ultimate ; Windows 7 Professional, Ultimate. 32/64 bit
Processor	2 GHz processor
Framework	.NET Framework 4.0
Software	Fusion Incident requires SQL Server 2008 32bit , usually fulfilled using the Express version. MatriVideoSDK_5.1.2.76 or later
Network	TCP/IP 100Mbit Ethernet (assuming no other software using significant network bandwidth) 32 OLEDB connection to local Jet database (Fusion Autologs)
Memory	RAM: Minimum: 512 MB Recommended: 1,024 MB or more Hard disk: 100 MB

7.3 Console

Fusion Incident Console Minimum System requirements:

OS	Windows XP Pro sp3; Vista Business, Ultimate ; Windows 7 Professional, Ultimate. 32/64 bit
Processor	2 GHz processor
Software	Fusion Incident requires SQL Server 2008 32bit , usually fulfilled using the Express version. Microsoft Access 2010 sp1 (msaccess.exe v14.0.6024.1000)
Network	TCP/IP 100Mbit Ethernet (assuming no other software using significant network bandwidth) 32 ODBC connection to SQL Server with SQL Server Native Client 10.0 installed
Memory	RAM: Minimum: 512 MB Recommended: 2,048 MB or more Hard disk: 2GB

7.4 Recommended Specifications

Fusion Incident on a single PC System typical solution:

	32 bit OS	64 bit OS
OS	Windows 7 Professional	
Processor	3 GHz processor ; Intel Quad Core	
Software	SQL Server 2008 Express 32bit. Microsoft Access 2010 32bit.	
Network	TCP/IP Gigabit Ethernet	
Graphics Processor	Non-integrated Graphics Processor	
Memory	RAM: 4GB	RAM: 8GB
	Hard disk: 10 GB (Dependent on amount of data stored)	

8 Support

Meyertech support can be accessed a number of different ways depending on whether you are a Meyertech Certified Partner (MCP), a Non-MCP with a current Support Menu or a customer who has just purchased a new product.

Meyertech Certified Partner (MCP) / Non-MCP with a Support Menu

- Request a Support Ticket http://www.meyertech.co.uk/support.html
- Email the Meyertech Service Centre tech-support@meyertech.co.uk
- Phone the Meyertech Service Centre +44 (0) 161 643 7956

All Other Customers

- Request a Support Ticket http://www.meyertech.co.uk/support.html

Only one issue maybe reported per **Support Case**. If multiple unrelated issues are reported Meyertech support engineers will create a separate support case for each unrelated issue.

Customers access Meyertech support by purchasing a **Support Menu** which meets their Requirements in relation to the support they require access to.

The concept of the Support Menu is based on a food theme. There are six menus to facilitate the provision of support to Meyertech partners, non-partners and SLA driven contracts.

If you are a customer who does not have a current Support Menu or currently not a Meyertech Certified Partner our Support Menus can be purchased or 'topped-up' with additional credits at any time. If you fall into this category you will receive GRATIS Support Credits every time you purchase a product. If you are a customer who has a Support Menu the GRATIS Support Credits are simply added to your current menu with every purchase you make.